

**Business is done best when you're relaxed.**

Europe & Middle East from **\$5,500\***  
VIA BANGKOK / BEIJING / TOKYO / DELHI

Austrian

\*TMS member fares only. Excludes taxes, surcharges.

AUSTRIAN AIRLINES MEMBER

[www.austrian.com](http://www.austrian.com)

**Travel Daily AU**  
 First with the news

Fri 18 Dec 09 Page 1

EDITORS: Bruce Piper and Guy Dundas  
 E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au) Ph: 1300 799 220

Wishing you a Joyous Holiday Season and a New Year of Happiness

All of us at TMS join in saying Thank You and wishing you a happy holiday and a prosperous new year.

Visit [www.tmsap.com](http://www.tmsap.com) today.

TMS ASIA-PACIFIC

ISSN 1834-3058

**Today's Travel Daily**

TD today has six pages of news including a full page of photos from last night's Travel Industry Talent ExtravaganZa (page five) another full page of pics from Rail Plus (page six), day two of our Year in Review feature (page four) and full pages of jobs:

- AA Appointments
- TMS Asia Pacific
- American Express

**VA Fiji inaugural**

V AUSTRALIA today operated its first flight between Sydney and Nadi, with a full load of guests on the daily services which will add over 1260 seats a week.

The carrier is certainly shaking up the route with fares from \$199 one way for its full service offering in economy class.

Premium economy leads in at \$469 one way and business from \$649 one way, all including taxes.

Air Pacific has responded by launching a "Fiji Fare Frenzy" with return fares of \$400 including taxes, on sale to 05 Jan and travel 19 Jan-16 Sep 2010 with some blackout periods.

FJ ceo John Campbell was quoted in the *Fiji Times* as saying that the carrier expects to lose market share due to the "unnatural" competition on the route between Jetstar and VA.

**Travel Special of the Week**

Orion Cruises 10 nights  
 New Zealand highlights @ 45% off normal rates valid all industry members plus 1 companion  
 Departs 3 Feb 2010  
**CLICK HERE FOR MORE!**

**Industry shows its TITEZ**

LAST night eleven brave travel industry staffers took to the stage in front of their peers to showcase their considerable skills in the inaugural Travel Industry Talent ExtravaganZa (TITEZ).

The event took place at the prestigious Sydney Theatre Company, with contestants treading the same hallowed boards as Australian Oscar-winning actor Cate Blanchett.

The fabulously eclectic mix of acts included singing, dancing, stand-up comedy and even baton twirling, and attendees were amazed at the high standard.

Organised by Keith Prowse Sport & Entertainment, *Travel Daily* and Korean Air, and generously supported with fabulous prizes from across the industry, the night was universally acclaimed as a great success which will certainly see a repeat in 2010.

"This is the start of something big," said MC Glenn Wheeler.

A judging panel including AFTA ceo Jayson Westbury, Gaynor Reid from Accor and music commentator Glenn A. Baker kept the audience and contestants entertained, with the final results determined by a combination of the judges' scores, online voting

**Court stops strike**

AN emergency injunction has been granted by an English court which will stop the 12 day cabin crew strike planned by British Airways staff, which has thrown the industry into chaos.

The High Court ruled in favour of the carrier's claim that the ballot of workers by the Unite union was illegal because it included members no longer employed by British Airways.

BA said the decision would be "welcomed by hundreds of thousands of families in the UK and around the world," while the union said the ruling marked a "disgraceful day for democracy."

from the *Travel Daily* website and audience reaction.

The overall winner was Adam Armstrong from Royal Caribbean, who wowed guests as he crooned Frank Sinatra's *That's Life* - and won a trip for two to Las Vegas including return business class fares from Korean Air, in conjunction with Flight Centre.

Second place was taken by Sharlene Rainford from Travel The World, who played and sang her own haunting guitar composition.

She won two economy class tickets to Europe courtesy of THAI Airways International.

In third place, winning a five night rental of a Maui Spirit motorhome, was energetic pocket rocket Yuka Iwasaki from Kintetsu International Express, who evoked James Brown as she gave a rendition of *I Feel Good* - complete with a huge Guy Sebastian-style afro hairstyle.

Everyone who took part should feel very proud of their performance, the judges said, and it's hoped that these first acts will inspire more in the industry to show off their talents in the future.

*Travel Daily TV* will next week showcase the evening with a video report, and there's also a full page of photos from the night on page five.

**Jetstar expands payment options**

JETSTAR has today signalled a new focus on corporate travellers, with new partnerships with Diners Club and Universal Air Travel Plan (UATP) which "have the potential to attract and expand our growing corporate client base even further," according to JQ Exec Mgr Commercial, David Koczkar.

He said the expanded payment options are "a value-add for consumers which increase Jetstar's relevance for frequent flyers around our growing network of more than fifty destinations."

The UATP deal means corporate customers can now purchase Jetstar fares with any UATP issued card, described as "one of the most widely-used and popular card payment options for corporate travel buyers throughout the Asia Pacific region."

Jetstar, Jetstar Asia and Jetstar Pacific will also now accept payment via Diners Club.

Koczkar said the new options reflected Jetstar's ongoing focus on offering "value-for- travel combined with choices."

**TD milestone**

TODAY marks exactly one year since *TD's* world exclusive revelation of the new Delta Air Lines flights to Sydney - more milestones on page four.

**Holidays**  
 QANTAS

**America & Canada**  
 2010 - 2011 Brochure

**OUT NOW**

View online at [www.qantasholidays.com.au/agents](http://www.qantasholidays.com.au/agents)

earn points Trip



Now that we're the only GDS with an onshore Helpdesk in this region and voted **Best GDS Australia** and **Best GDS Asia Pacific...**

We are on a roll, so why not join us and **be part of the winning team?**



**inPlace** RECRUITMENT  
Call 1300 inPlace  
Or Sydney (02) 9278 5100

**BDM's, BDE's & Sales Mgrs**

- ▶ A number of roles in companies in Sydney
- ▶ A background in Travel, MICE or Corporate sales
- ▶ Well established networks are highly regarded
- ▶ Strong career prospects ▶ [Click Here](#)

call or email: [ben@inplacerecruitment.com.au](mailto:ben@inplacerecruitment.com.au)  
[www.inplacerecruitment.com.au](http://www.inplacerecruitment.com.au)

**2010 Earlybird Special**  
See Europe at your own pace in a **Brand New Renault**



[Click Here](#)  
**RENAULT EURODRIVE**

## AirAsia, Jetstar deal

QANTAS this morning confirmed that Jetstar and AirAsia are in talks about a "potential cost saving joint venture".

The carrier was responding to a report in the *Australian* which outlined the possible deal for joint procurement, including the purchase of goods, parts, ground handling and even aircraft in the longer term, but not engineering work or training.

In a stock exchange release QF said the discussions were "at a preliminary stage and no binding agreements have been reached."

## Daydream transfers

DAYDREAM Island Resort and Spa in the Whitsundays has signed an exclusive agreement with Cruise Whitsundays to provide transfers for guests and staff.

The resort said the pact would allow for more flexibility in transfer times as well as a "more seamless guest experience".

The agreement covers transfers between the island and Great Barrier Reef Airport on Hamilton Island as well as Whitsunday Coast Airport at Proserpine and Abel Point Marina, Airlie Beach.

It's effective Mon 01 Feb 2010, and from that date existing transfer vouchers, including those for Fantasea, will be honoured by Cruise Whitsundays without needing to be reissued.

## Air NZ to launch SYD/RAR

AIR New Zealand will trial a direct link between Sydney and the Cook Islands over a four month period next year in a move to bolster Australian arrivals.

The Cooks' Tourism Minister Robert Wigmore disclosed details of the weekly service yesterday saying Air NZ plan to operate the service to Rarotonga from Jul, using a Boeing 767 aircraft.

Wigmore said the initiative has the support from Cook Islands Tourism, who will be promoting the new service from early next year through a joint advertising campaign with some Australian wholesalers.

The CI Tourism chief executive officer John Dean has applauded the decision - one which he has been hoping for since taking office in Apr last year.

"It is exciting and wonderful news for the Cook Islands, as Australian visitors have good lengths of stay, spend is high and approximately 80% visit one of the outer islands," said Dean.

He said the NZ service would assist with establishing Australia as a core short haul market into the future.

Currently, Air New Zealand and Pacific Blue fly to Rarotonga from Australia, operating via Auckland. Adventure World and Coral Seas

head Jamie Strickland told *TD* today that the new flights will "significantly open up the market and provide a chance to promote the Cooks to other new markets, including West Australia."

He said the once weekly service is planned to depart Rarotonga on Sun mornings, returning the same day in the evening, which will be "perfectly suited to the honeymoon market".

Strickland said John Dean will be meeting with key Australian wholesalers mid-Jan to plot marketing promos to ensure the service is a success.

## Trailfinders closure

TRAILFINDERS has closed its Brisbane branch, according to an update issued by the Travel Compensation Fund this morning.

## Kunkel to Japan

CLUB Med's Australian gm has been appointed to a new role as Director North East Asia Zone (Japan and Korea) for Club Med, effective from 01 Jan.

Kunkel will relocate to Tokyo to take up the position, having headed up the Australian Club Med operations since 2003.

## Sydney traffic up

MACQUARIE Airports today said traffic at Sydney Airport during Nov was up 7.8% on a year ago.

Domestic/regional passenger numbers rose 8.0% to 2.005m, while international traffic was up 8.4% to 892,000 for the month.

The major market which grew was Australia, up 12%, with other markets also up including NZ (+11%) and the USA (+22%).

The biggest declines were seen for Japan (-13%) and India (-11%).

## SLH moves

THE Sydney office of Small Luxury Hotels has relocated to Level 17, BNP Paribas Centre, 60 Castlereagh Street.



## Window Seat

LAST night's Travel Industry Talent Extravaganza was hosted by TV personality Glenn Wheeler, who self-deprecatingly described himself as "the swivel sweeper man from The Morning Show".

He opened the evening with a suggestion that the organisers should consider an alliance with the "Bureau of United Marketing Specialists" - so that it could be billed as TITEZ and BUMS.

The repartee did improve through the evening, but one quip by judge Gaynor Reid from Accor suggested that the Michael Jackson backing track used during the baton-twirling act from AFTA's Melissa Pickering was "good use of a dead star".

A POSSIBLE new threat to the travel industry has launched in the UK, with a service from phone provider Orange which invites people to "dial-a-beach" via a free Relaxation Line.

On offer to Orange subscribers, it's a dedicated phone number which allows callers to listen to the sound of the sea lapping against the shore, if they need a break from family or work pressures, particularly over the busy Christmas period.

The Relaxation Line also offers the sound of a woodland forest, the hum of birdsong or even the crackle of a log fire.

A NUMBER of US airports are offering free gift wrapping services, to help travellers as they pass through security checkpoints with their presents.

Travellers are being advised to leave gifts unwrapped when they get to the airport so screeners can check them out - with volunteer wrappers past security accepting charity donations in return for wrapping the gifts.

**MERRY XMAS!**  
TO ALL OF OUR MEMBERS  
AND THANKS FOR YOUR SUPPORT IN 2009.

TICA TRAVEL INDUSTRY CAREERS ASSOCIATION

A new Disney  
Travel Agent website  
- just for you!

To be part of the magic of Disney Travel Agents  
register now at

**Disney**TravelAgents.com.au

Register before December 18th for your chance to win  
one of 20 Disney DVD's - just in time for the Holidays!

© Disney

**Sail somewhere  
NEW**

New Caledonia – your sailing paradise less than 3 hours from Sydney and Brisbane

**Aircalin**  
International Airline of New Caledonia

[www.aircalin.com.au](http://www.aircalin.com.au)

**Travel Daily AU**  
First with the news

Fri 18 Dec 09 Page 3

EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au) Ph: 1300 799 220

State-of-the-art  
in-flight entertainment.

**QATAR**  
AIRWAYS القطرية

## Explore keeps it up

EXPLORE Holidays says it's still paying a full 8% commission on Garuda wholesale airfares, despite the cuts announced by the carrier this week (TD Wed).

However Viva! Holidays today advised agents that due to the cuts its new commission level on GA flights to Bali would be 6% effective from 01 Jan 2010.

From the same date Viva! is also reducing its commission on Malaysia Airlines flights to 4%.

## EU Canada deal

THE European Union has signed a new bilateral aviation deal with Canada phasing out current restrictions on flights, including allowing services from any European city to Canada.

The pact replaces previous agreements which only allowed an airline to fly to Canada from its home country.

## BA director to IB

BRITISH Airways executive director Keith Williams has been appointed as a non-executive director of Spanish flag carrier Iberia, with the move following a board meeting yesterday.

The move confirms the further progress of the previously announced merger of the airlines.

## CO begin NAN route

CONTINENTAL Airlines has today commenced new nonstop services between Honolulu and its Guam hub to Nadi, Fiji.

The new twice weekly service (revealed exclusively by TD (TD 16 Mar) will be operated by CO's subsidiary Continental Micronesia, using a 155-seat Boeing 737-800, departing Nadi on Tue and Sat.

MEANWHILE, Continental has said it will be offering GoGo in-flight internet on its fleet of Boeing 757-300s used on domestic US routes from mid-2010.

## EK407's 7 strikes before take off

THE Australian Transport Safety Bureau has today handed down its latest Interim Factual report on the Emirates A340-500 aircraft tail strike which occurred in MEL on 20 Mar (TD 23 Mar).

The report was drawn up to remind other carriers of the risks associated with calculating and entering take-off performance information.

The EK Flight407 incident occurred when the crew of the jet, which had 257 pax onboard plus crew, miscalculated the weight of the aircraft by 100 tonnes.

The document releases more frightening details about the infamous EK take off which could have ended in Australia's worst aviation disaster had the pilot's not reacted swiftly to get the plane airborne.

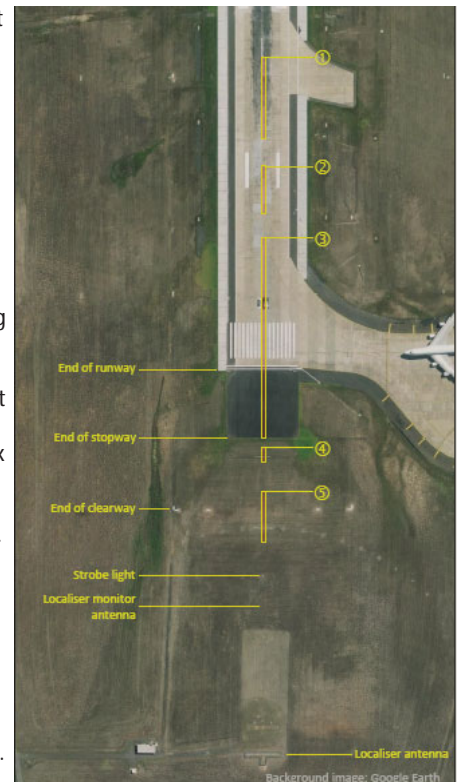
The investigation has found that the Airbus made contact with the ground (or an object on the ground) seven times - incl the runway three times, the ground twice, a strobe light and a Localiser Monitor Antenna - each highlighted in the above image.

The A340 dumped its fuel and returned to MEL at which time cabin crew at the back of the jet also reported smoke in the cabin.

Following the "accident", the

ATSB says Emirates has undertaken a number of procedural, training and technical initiatives across its fleet and operations.

EK has also released a modified version of its cockpit performance planning tool and is developing a software package which automatically checks the consistency of the flight data being entered into the jet's flight computers by flight crew, reports the aviation watchdog.



## Send in your Christmas photos and win!

Entries are beginning to flow in from your Christmas celebrations as part of our popular annual Christmas photo competition, this year in conjunction with Fraser Suites Sydney.

Today's entry has been sent into us from Windsong Travel of Inverell, NSW whose Christmas Party was themed as National Dress. Pictured back row from left are: Richard Cracknell, Jay Cook, Carly Dickson & Ross Oliver.

Middle: Cecilia Cracknell, Jenny Cracknell, Leonie Ivey, James Cracknell and Nathan Tolley  
Front: Jason Ivey, Tegan Peters, Jamyee Wilson & Peter Oliver.



At the end of the month, the judges will select their favourite photo and the person who submitted this will win one night's Fraser Suites Sydney accom in a one bedroom deluxe suite, sparkling wine & a fruit bowl upon arrival and complimentary car parking - all valued at \$600.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au).



**Join our amazing team**  
Group Executive – AbsoluteEdge Corporate Groups Sydney

AbsoluteEdge is a vibrant new division of a long-standing and secure company, TravelEdge, which has developed a strong and enviable reputation within the travel industry in Australia and internationally since 1999 and is one of the largest independently owned travel companies in Australia.

Due to exciting growth, we are looking for a Group Executive with the following skills to join our friendly, customer focused team.

- Minimum 2 years corporate or group travel experience
- Passion for group travel & extensive product knowledge
- Experience in Sabre & Tramada preferred
- Efficient in Microsoft excel & word
- Financial understanding
- EventsPro is an advantage

Apply to [careers@absoluteedge.com.au](mailto:careers@absoluteedge.com.au)

Before 6<sup>th</sup> January 2010.

All applications received will be notified after this date.

[www.absoluteedge.com.au](http://www.absoluteedge.com.au)



# 2009 in Review Mar/Apr

Travel Daily AU  
First with the news

TODAY *Travel Daily* takes a look back at the big news and events of the past 12 months which have affected the travel industry. We continue today with a review of the months of Mar and Apr.

## MARCH

- 02 • Travelogic rebrands as Corporate Travel Management  
• Tempo Holidays launches its online system, Temptation  
• Qantas reduces int'l fuel surcharges following TD exposé
- 03 • Peregrine Adventures takes over Bentours (left)  
• Trafalgar upgrades iTropics to provide live availability  
• Tiger Airways launches flights to Alice Springs from Adelaide
- 05 • Adventure Tours Australia is acquired by TUI Travel  
• Singapore Airlines slams govt Green Paper on aviation  
• Qantas reveals it plans on closing its Hobart Travel Centre
- 09 • New Australia/Qatar air services agreement announced enabling daily frequencies to Sydney and Melbourne  
• Qantas rolls out Qantas Business Essentials targeted at SMEs
- 10 • Walshe Group reports 61% rise in half yearly pretax profit
- 11 • Qantas and Etihad Airways announce a codeshare deal  
• Disney names new ships *Disney Dream* and *Disney Fantasy*
- 12 • Qatar Airways announces it will fly to MEL and SYD  
• Jetstar closes Hobart base
- 13 • Travel2 first wholesaler to sign a pact with Delta Air Lines  
• Virgin Blue adds Darwin services to Melbourne and Perth
- 16 • SkyAirWorld (right) ceases flights and administrators appointed
- 17 • Jetstar announces it plans to operate Cairns/Osaka  
• JTG appoint Chris Phillips as Manager - Marketing & Strategy
- 19 • P&O says *Pacific Dawn* and *Pacific Jewel* will switch home ports - *Dawn* from Brisbane and *Jewel* from Sydney  
• Pacific Blue adds Adelaide and Melbourne services to Nadi
- 20 • V Australia launch daily services between Sydney-Los Angeles  
• Norfolk Island unveils 'The World of Norfolk' branding  
• Emirates A340-500 strikes tail on tarmac on takeoff in MEL
- 23 • V Australia and Delta Air Lines begin interline deal  
• Pacific Pearl to join P&O Australia fleet
- 24 • TD reveals possible V Australia/Delta Air Lines codeshare
- 25 • Qantas cuts 90 senior executive roles
- 27 • Boeing says its 787 *Dreamliner* will fly in Jun
- 29 • Etihad commences Abu Dhabi-Melbourne route
- 30 • 'No Leave No Life' campaign launch by Martin Ferguson
- 31 • Stella sells off 58 UK-based Harvey World Travel stores



## APRIL

- 01 • El Questro Wilderness Park (right) reopens after a \$1.9m refurb
- 02 • AOT offloads five Escape Travel branches to Flight Centre
- 03 • Tiger Airways announces plans to operate into Sydney
- 08 • V Australia launches Brisbane-Los Angeles route  
• QF exec manager John Borghetti announces resignation  
• QF introduces 2-for-1 Business Class deal  
• Continental Airlines given "tentative" Star Alliance approval
- 09 • Virgin Blue/V Australia sign deal with Expedia
- 13 • Air Austral arrives in Australia for the first time (left)
- 14 • QF to cut jobs and capacity as well as grounding 10 planes  
• State of Emergency declared in Bangkok following protests
- 16 • Fiji's Reserve Bank devalues the Fiji Dollar by 20%
- 17 • Garuda Indonesia pulls its Darwin-Bali route
- 20 • Jetstar to launch interline deals with EY, TN and NF
- 22 • Asia-Pacific travel specialist i-Xplore ceases travel operations
- 23 • Stella Group reaffirms it's "trading as usual"
- 25 • V Australia delays its 5th and 6th jets until 2011 and 2012
- 27 • Jetstar launches Sydney-Auckland and Auckland-Gold Coast
- 28 • Celebrity Cruises launches its first Australian currency program



Travel Daily AU  
First with the news

Fri 18 Dec 09 Page 4

EDITORS: Bruce Piper and Guy Dundas  
E-mail: info@traveldaily.com.au

## AW merge Brewster

ADVENTURE World has today launched its 2010 Canada & Alaska brochure which now features the full range of Brewster Vacations portfolio of product, thereby doubling the size of the guide.

Marketing manager Neil Rodgers said, "The brochure is more focused on FIT itineraries and has a wider variety of winter product."

"New wildlife and cultural options have been included and Eastern Canada has been introduced for the first time due to consumer requests," he said.

## AF bailing on Dubai

AIR France is pulling five of its 12 weekly services operating on the Paris-Dubai route and shifting them to Abu Dhabi.

The move, which comes into effect from 03 May, signals the return of Air France to Abu Dhabi after an eight year hiatus from the capital of the UAE.

## Paris icon selling

STRATEGIC Hotels & Resorts has announced a sales agreement with an investment group for the Marriott International managed Renaissance Paris Hotel Le Parc Trocadero for €35.5m (\$AU57m).

The firm says the sale, which closes in 45 days, is in line with its "strategic disposition strategy".

## B6/Amadeus pact

JETBLUE Airways (B6) in the US and Amadeus has signed a multi-year global distribution deal which will enable Amadeus connected agents globally to access the carrier's full range of content and real-time data.

B6 vice president sales, Noreen Courtney-Wilds said, "Formalising our relationship with Amadeus reinforces our commitment to the agency community".

Under the agreement JetBlue will use Amadeus' Interactive Sell, Dynamic Availability and Interactive Seats functionality.

MEANWHILE, Amadeus has also announced a new partnership with the KLIA Ekspres non-stop high speed rail service, which operates ever 15 min between Kuala Lumpur International Airport and the city centre.

The move will enable agents to book the train service via Amadeus, further expanding the GDS firm's Airport Express Service which already includes London's Heathrow Express, the Alranda Express in Stockholm and Friendly Airport Limousine at Narita.

## Strategic Bali OK

THE International Air Services Commission has agreed to transfer 408 seats of capacity per week on the Indonesia route from the defunct OzJet Airlines to Strategic Aviation.

Strategic plans to operate twice weekly A330 services between Brisbane and Denpasar, to commence with one per week in Mar and adding a second dependent on market demand.

## do your sleigh bells need ringing?

If Rudolph doesn't do it for you or you feel polarized in your current role why not come to a place where your creativity and dedication will be appreciated as much as your yield!

A place that will welcome a person who loves selling leisure travel and enjoys the added challenge of family travel.

International leisure & Travel With Kidz consultant  
min 5 years retail experience

One of Australia's most respected boutique travel agencies could be your new home!

Jingle Bells Jingle Bells Jingle all the way...

If you are energetic, enthusiastic, travelled heaps and share our values then you need to contact Karsten Horne on 03 9823 5255 or [karsten@reho.com](mailto:karsten@reho.com)

 **rehotravel**  
Let our experience add to yours...

 **Travel With Kidz**  
THE FAMILY HOLIDAY EXPERTS @ 

[www.reho.travel](http://www.reho.travel)

# TITEZ performers, we salute you!



ABOVE: Congratulations to everyone who took part in last night's Travel Industry Extravaganza. The performers are pictured above from left: baton twirler extraordinaire Melissa Pickering from AFTA; exquisite dancer Kira Anderson from Harvey World Travel, Ballina; crooner Dan Sheerin, Flight Centre Benowa Gardens; amazing belly dancer Emily Pike from Etihad Airways; crazy comedienne Rebecca Freestun from Accor (behind); the fabulously funky Yuka Iwasaki from Kintetsu International Express; sultry songstress Mandy Scotney from Travelmanagers; singer/songwriter Sharlene Rainford from Travel The World (see [www.myspace.com/sharlenerainford](http://www.myspace.com/sharlenerainford)); crack-up comic Kevin Millard from Interline Reservation Service; dynamic dancing duo Lisa and Phil Kable, NRMA Travel (front); and behind nightclub singer Adam Armstrong from Royal Caribbean.

LAST night's TITEZ performances were truly inspiring, and a testament to the amazing talent in the industry.

The event was organised by a small group of volunteers: Cameron Brown from Korean Air; John Godwin from Keith Prowse; Kate Hardy from Keith Prowse; Gaynor Reid from Accor and TD's own Lisa Maroun - who will henceforth be known as "The Itty Bitty TITEZ Committee".

The photos on this page were taken during the event.

BELOW: The judges included AFTA ceo Jayson Westbury; music expert Glenn A. Baker; and the effervescent Gaynor Reid from Accor, who are pictured with the evening's host Glenn Wheeler.



RIGHT: What a fabulous 'fro! Yuka Iwasaki from Kintetsu certainly made the audience "feel good" as she sang the James Brown classic - and she even made her own funky flashing outfit.



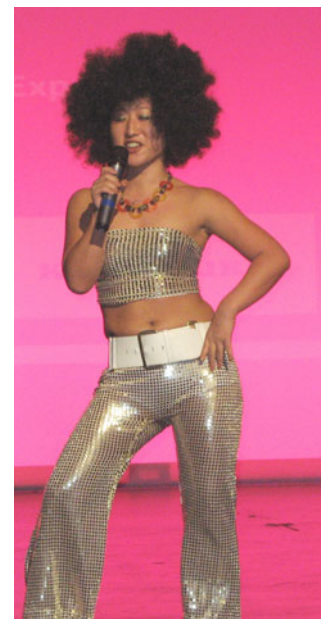
ABOVE: Sharlene Rainford accepts her second place prize from Gaynor Reid of Accor and Jane Allwright of THAI Airways.



ABOVE: Cameron Brown from Korean Air and Amanda Leung from Las Vegas Tourism in their Viva Las Vegas gear.



LEFT: Some of the guests also got into the Las Vegas spirit including a very cool Brendon Drake from Talking Travel (left).



LEFT: "You can stay at an Accor Hotel" - Rebecca Freestun from Accor entertained guests with a fabulous YMCA rendition.

# Rail Plus would like to congratulate our Rail Expert class of 2009

**RAIL PLUS** held graduation dinners across the country for our Rail Expert Graduates after they successfully completed the 12 training modules over the last 3 months. Our 32 graduates were chosen from over 100 applications received from across Australia. Below are some snapshots of our graduates enjoying the evenings and receiving their graduation certificates & prizes.



**LEFT:** Gold Coast - from left, Larry Burrows, Rail Plus; Richard Leonard, Rail Europe; Jason Tarabo, Eurostar; Dux of the Class Beth Murray, Harvey World Travel; Murwillumbah; Jenny Trebilcock, Emirates; and Ingrid Kocijan, Rail Plus.



**ABOVE:** Launceston - Rebecca Sims, RACT Devonport; Ingrid Kocijan, Rail Plus; Wendy Marston, Travel Discovery Air & Cruise; Brett Walker, The Travel Studio.

**RIGHT:** Melbourne - back row from left: Allison McDonald, Flight Centre Mildura; Richard Leonard, Rail Europe; Kirsty Blows, Rail Plus; Carl Matto, Emirates; Phil Asker, Croydon Travel; Jason Tarabo, Eurostar; Greg McCallum, Rail Plus. Front row: Carol Mallet, Brighton Travelworld; Ingrid Kocijan, Rail Plus; Ashley Rouvray, Hawthorn Travel & Cruise; Natalie Sutton, Travelscene Albert Park.



**RIGHT:** Sydney - back row from left: Ingrid Kocijan, Rail Plus; Amanda Devlin, South Coast Cruise & Travel; Jason Tarabo, Eurostar; Richard Leonard, Rail Europe; Greg McCallum, Rail Plus; Bev Hand, Diploma Travel Homebush; Voytek Lasek, Jetset Travel Pennant Hills; Matt Symonds, Rail Plus. Front row: Enzo Luongo, Italian Government Tourist Office; David Stafford, Rail Plus; & Vicki Smith, Travelworld Toronto.



**ABOVE:** Perth - Back Row L-R: Jason Tarabo, Eurostar; Jacqui Suckling, EK; Gina Maitland, Alpha Travel; Mary Elgar, Mondo Travel; Kate Hansen, Carlson Wagonlit Perth. Front Row: Fiona James, Broadway Travel Nedlands; Richard Leonard, Rail Europe; and Pauline Walker and Ingrid Kocijan, Rail Plus.

Not pictured but also graduated were: Maxine Wilkinson, Harvey World Travel Bacchus March, Taniile Amiet, Gippsland Travel, Belinda Gallenti, Travelworld Central Melbourne, Kirsty McMahon, AIU Travel, Ian Brewer, Harvey World Travel Hope Island, Anthea Hollywood, Flight Centre Australia Fair, Julie Keane, Flight Centre Kenmore, Emily White, Ucango Travel Maroochydore, Loren Brillely, Travelworld Bathurst, Kelly Murray, Jamison Travel.

*Rail Plus would also like to thank our sponsors Eurostar, Emirates & Rail Europe for supporting the program in its inaugural year.*



**ABOVE:** Adelaide - clockwise: Doris Krenz, RAA Travel; Monica Romeo, Rail Plus; Wendy Sauer, Travel on the Parade; Ingrid Kocijan, Rail Plus; Nieccia Miller, Jetset Travel Norwood; Richard Leonard, Rail Europe; Adrian Mayer, Phil Hoffman Travel Norwood; Laura Powell, Phil Hoffman Travel Glenelg; and Steven Peters, Emirates.





**SHOPPING FOR A NEW ROLE THIS CHRISTMAS?  
LET AA DO ALL THE WORK FOR YOU  
CALL US TODAY!**

**FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)**

**SYDNEY – 8/6 O’Connell St – (02) 9231 6377 – [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)**

**MELBOURNE – 1/167-169 Queen St – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)**

**BRISBANE – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)**

**ADELAIDE & PERTH – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)**

**JINGLE BELL JUNCTION!**

**HIGH END GROUPS AND LEISURE EXCELLENT  
NORTHERN SUBURBS SYDNEY – HOURLY RATE + SUPER**

**It’s a one stop shop here at AA Appointments!**

We have another fantastic temp role starting JAN 2010. This is a high end leisure role with lots of group bookings! Something to really get your teeth stuck into. You will be highly proficient using Galileo and Crosscheck travel and you will have exceptional communication and organisational skills. This is a very up market agency so customer service and attention to detail is essential. **APPLY TODAY!**

**DON’T WAIT UNTIL THE NEW YEAR  
DOMESTIC CORPORATE TRAVEL CONSULTANT  
PERTH (CBD)**

**SALARY PACKAGE TO \$47K**

Why wait until the New Year when you could join this leading TMC today! You will enjoy the many benefits this company provides including hours that promote work/life balance, 10% super and discounted travel just to name a few. Assisting on a busy VIP account, you will be proficient on Sabre, will know your domestic fares inside out and be committed to providing great customer service. **APPLY NOW!**

**DREAMING FOR YOUR WEEKENDS OFF?**

**LEISURE TRAVEL CONSULTANT**

**MELBOURNE – SALARY PKG DEP ON EXPERIENCE**

Are you a professional and experienced leisure consultant looking to step away from the face to face environment? This global travel company is searching for a dedicated leisure consultant to work in their corporate leisure department. With Monday to Friday hours and a corporate office feel, this role is the ideal treat for you! To be successful all applicants must have strong leisure travel experience and possess Galileo skills.

**IT’S ALL IN THE NUMBERS**

**PART TIME ACCOUNTS CONSULTANT**

**MELB (BAYSIDE) – SALARY PKG TO \$49K (PRO RATA)**

Let your career sparkle this Christmas and secure a highly sort after role. Working 4 days per week you can enjoy a 3 day weekend every week, whilst remaining behind the scenes. If you possess **STRONG** Tramad skills and would like to cut your hours and give consulting the flick, this is the ideal role! Join this professional and luxurious office today and take home a great salary package. QuickBooks highly regarded.

**CRACKER OF A ROLE AVAILABLE NOW**

**CORPORATE/LEISURE TRAVEL CONSULTANT**

**ADELAIDE (SOUTH EAST) – SALARY PKG TO \$49K**

Join this lovely boutique office and you will enjoy a varied day servicing a strong repeat/referral client base consisting of both corporate and leisure clientele. If you are a senior travel consultant with Galileo and Crosscheck skills; strong destination, fares and product knowledge and exceptional attention to detail, you have the opportunity to join this small & friendly team. Saturday mornings on rotation (day in lieu given).

**ALL I WANT FOR CHRISTMAS IS YOU!**

**GREAT TEMP ROLES ON OFFER**

**SYDNEY**

**EXCELLENT TEMP RATES OFFERED \$\$\$**

Yes, we want YOU! AA Appointments has its finger on the pulse and it’s never too late to register for temping. Let me tempt you in several fantastic short and long term temp roles starting in JAN 2010. Don’t waste another minute, come and register with your Travel Recruitment Specialists and you will be working in no time! **REGISTER TODAY!**

**WORK CLOSE TO HOME!**

**RETAIL TRAVEL CONSULTANT**

**BRISBANE BAYSIDE**

**SALARY PACKAGE \$35K + BONUSES**

Looking to work close to home? This well established agency is looking for an exceptional travel consultant to join their fantastic team. You will enjoy the challenge of selling world wide destinations and building customer rapport. Not only will you cut down on your commuting time but earn a healthy salary plus bonuses. Minimum 2 years retail consulting experience and world wide destinations knowledge a must along with a fun and positive attitude.

**REGAIN YOUR LIFE –3 DAYS A WEEK ROLE!**

**PART TIME WHOLESALE CONSULTANT**

**BRISBANE CBD**

**SALARY PACKAGE IS TOP \$\$\$**

Are you looking for a part time role to sink your teeth into? You will love the benefits that working three days a week will bring. Your day will involve answering enquiries and making bookings for internal clients. Working for this global company will see you enjoy the benefits of fantastic bonuses, unbeatable educationals and discounted holidays. Minimum 12 months consulting experience and ability to meet targets required. Don’t wait this role won’t last for long.

# Searching for the Right Role?

TMS is better connected for better results.



## Executive Jobs - December 2009

### Senior Executive - Leisure Travel Consultant

- Award winning TMC
- Outstanding perks & travel opportunities
- Work amongst the most experienced travel team in Australia
- Salary to \$80K NEG

Our client is looking for the BEST. They are looking for a rare travel executive who has over 10 years travel industry experience specialising in "private" / "leisure" travel. You will need to have experience selling high yield travel, with a vast knowledge of 5 Star + Hotels, Cruising, Business and First Class Air Travel. You will have pride in your customer service levels and be motivated by creating "trips of a lifetime" for your exclusive client base. If you feel you are one of these rare travel consultants, then this opportunity is not to be missed. You will be rewarded with probably the best industry salary around, opportunity to work with the most experienced travel team and company perks.

Contact Sally Matheson on **02 9231 6444**  
E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### Financial Controller - Wholesale Sydney

- Full responsibility of managing the finance function of business
- Financial management and budget forecasting
- Fun and friendly travel team in Sydney

This is a rare and exciting opportunity to work with a well established and successful travel wholesaler. Reporting directly to the General Manager and playing a key role in the management team, you will be responsible for overseeing the full financial function for the business as well as providing commercial advice and input on financial trends and the travel market. The most exciting part of this role is the hands on aspect and the opportunity to contribute directly to the strategic direction of the company!

Contact Alessandra deMatteis on **02 9231 6444**  
E: [alessandra@tmsap.com](mailto:alessandra@tmsap.com) or [apply online now!](#)

### Strategic Corporate BDM - Sydney and Melbourne

- Highly respected TMC
- Salary base from \$70k (neg) + super + bonus
- Never been a better time to make your move

You are currently working as a BDM for another TMC and have glanced this way. Take a step further and talk to me about this role as your sensational sales and relationship building skills will be highly recognized when negotiating your new position with this innovative global company. Call or email now to open the door to highly confidential discussions.

Contact Sally Matheson on **02 9231 6444**  
E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### BDM Corporate Arena

- Brisbane Market
- 120k Package
- Leading TMC

A high salary along with the recognition of being a part of a leading, highly regarded corporate company is just a couple of reasons why you should make your move to this TMC. If you are an experienced corporate travel BDM and can work your magic in this current market- you should be highly rewarded!

Contact Sally Matheson on **02 9231 6444**  
E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### Assistant Accountant - Leading International Airline

- \$50k base + super + airline benefits
- Fabulous Travel Industry Benefits
- Sydney Based

In this role you will assist the Finance Manager with the efficient, daily running of the finance and accounting functions. You must have hands-on approach and the ability to consistently meet operational deadlines. Candidates should have completed Finance qualification with minimum diploma level, MYOB and Oracle experience preferred but not essential, Airline or travel experience preferred, Accounts payable & receivable experience and 2IC to Finance Manager. You will also need to be experienced in payroll, reconciliations, BAS, GST & FBT returns, budgeting, forecasting and reporting. Only candidates that fit the above criteria will be considered. Great opportunity to work for this famous international airline.

Contact Paul Martin on **02 9231 6444**  
E: [paulm@tmsap.com](mailto:paulm@tmsap.com) or [apply online now!](#)

### Event Manager - Sydney

- Travel agency specialising in Group Travel
- Salary to \$75K
- Meetings, conferences and logistics

Our client a leader in Event Management is currently seeking an Event Manager to manage the organisational preparation and operational conduct of conferences/events. You will have full management of the clients, logistics, marketing and budgets etc. This is a varied role where no day is the same, and clients offer you the ability to use your imagination to present to them the ultimate group experience. You must be experienced in Group Travel Management and be able to book flights and use EventsPro.

Contact Karen McGrath on **02 9231 6444**  
E: [karen.mcgrath@tmsap.com](mailto:karen.mcgrath@tmsap.com) or [apply online now!](#)

Wishing you  
a Joyous  
Holiday  
Season and a  
New Year of  
Happiness

All of us at TMS join in saying **Thank You** and **wishing you a happy holiday and a prosperous new year.**



**WIN \$200 SHOPPING VOUCHER**  
Coles Group & Myer Gift Card

Prize will be awarded the week of 7 December 2009, just in time for some Christmas shopping

AUSTRALIAN SALARY SURVEY 2009 - [click here](#)

**TMS** ASIA PACIFIC Recruitment and HR Solutions

Quality recruitment for the travel and hospitality industries in Asia Pacific



T +61 2 9231 6444

E [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)

W [tmsap.com](http://tmsap.com)



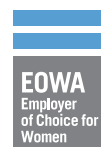
BNE MEL PER SYD BKK HKG SHA SIN **Partners in** DXB UK USA



TEAMWORK | SUPPORT | FLEXIBILITY | OPPORTUNITY  
DEVELOPMENT | TEAMWORK | SUPPORT | FLEXIBILITY  
OPPORTUNITY | DEVELOPMENT | TEAMWORK | SUPPORT  
FLEXIBILITY | OPPORTUNITY | DEVELOPMENT | TEAMWORK



American Express is currently recruiting in both its leisure and corporate travel businesses. We have several exciting roles that have become available that offer unparalleled employee benefits. Some of these include up to eight weeks annual leave, a 37.5 hour working week for your work/life balance and well-structured training and development support. If you are truly seeking a professional career within the travel industry, American Express can help you realise your potential.



## A leisure consultant role unlike any other

### Sydney

Trust. Integrity. Security. Quality. Customer service. These attributes are the hallmarks of American Express® – the world's most respected service brand. Demand for our exclusive premium travel service is increasing, which means we are looking to add to our team of travel consultants.

You will be responsible for servicing Platinum and Centurion Card Members' leisure travel and lifestyle enquiries.

This is an environment where we service, consult, advise and sell the most luxurious international leisure travel and lifestyle products possible. We take this approach to service because our clients expect and deserve it.

You should be experienced, confident and creative professionals and have worked in the travel industry with international travel consulting experience, ideally within a leisure environment to qualify for these roles.

## Emergency Travel Consultant (after hours)

### Melbourne

An Emergency Travel Consultant's role is to assist travellers with after hours emergency queries or requests and typically deal with a variety of domestic and international bookings/fares. This can include urgent ticket issues, rerouting itineraries, making or amending accommodation and car bookings or providing general travel advice.

The ETC is a great team environment in which to work. Consultants share their ideas and knowledge on a daily basis and work autonomously. Typically working 4 x 10 hour shifts each week (full-time) and receiving ongoing training and support in their daily roles, this role is suited to people who enjoy working shifts.

You should possess strong attention to detail, superior domestic and international fares knowledge, the ability to make sound judgements and a strong working knowledge of Galileo, Sabre, Abacus and Apollo. Benefits include a generous allowance of between 10% – 26% depending on the shift worked, five weeks annual leave plus all other standard American Express employee benefits.

**To apply for the above opportunities, visit us online at [www.americanexpress.com.au/careers](http://www.americanexpress.com.au/careers) and select the travel category.**

**For more information, contact Darren Grant – Human Resources (02) 9271 3137.**

