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Travel Daily AU

First with the news

Wed 14 Oct 09 Page 1

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

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QH Malaysia out

QANTAS Holidays and Viva! Holidays have announced the release of their 2010-11 Malaysia product range - see page 12.

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AIR NEW ZEALAND

Volendam reduces Aust

HOLLAND America Line has today announced details of its 2011 Australasian itineraries, which will see *ms Volendam* return to operate a series of 14 and 18 day voyages on the Tasman, Great Barrier Reef, South Pacific and Asia.

Globus earlybirds

THE Globus family of brands has released a range of 'Europe Easy-Bird' value-added deals, in conjunction with its new Europe and Britain brochure.

MD Stewart Williams said it's the firm's biggest ever range of earlybird offers, with savings of up to \$1339 per person as well as free flights and free add-ons.

He said the program was part of a "concerted effort to capitalise on the strengthening economy".

Deals are subject to limited availability, and are on sale until 15 Dec - more details on page 10.

A bumper issue!

TD today has seven pages of news and photos, a page from last night's Avis Travel Agents Scholarship of Excellence (p8) and full pages from: (click)

- AA Appointments
- Globus
- Renault Eurodrive
- Qantas Holidays

However unlike this year, the 2010/11 programs don't include a circumnavigation of Australia, and the vessel's time in Australasian waters is significantly shorter than in the upcoming season.

Volendam heads to Sydney next month from Singapore, but upon leaving Australia on 17 Apr after this year's season won't return again until 02 Jan 2011, with the final Australian cruise in 2011 leaving Sydney on 13 Mar 2011.

It's possible that HAL is planning to deploy additional capacity in Australasia but if this doesn't occur the overall 2011 season will be two months shorter than 2010.

The cruise line wasn't able to confirm any other details before TD's deadline today.

Avis scholarship winner for 2009

LAST night Lisa Upton from Harvey World Travel Noosa was named as the 2009 winner of the Avis Travel Agent Scholarship of Excellence - see page 7 for photos and coverage of the event.

The award dinner included an inspiring speech from last year's winner, Kim Hatherly of Southside World Travel in Gympie, Sydney.

Hatherly has graciously agreed to allow us to publish the speech today - see page eight for details.

Disney and CAMERON MACKINTOSH present

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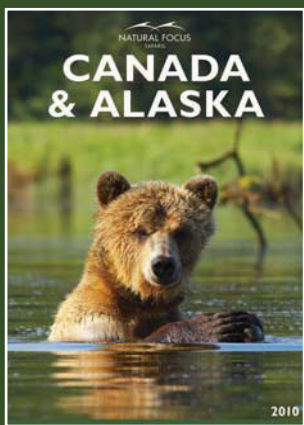
FEDERAL Hotel Group's new Saffire resort at Freycinet now won't open until Apr 2010, with the company announcing the further delay due to unprecedented rain on Tasmania's east coast.

Originally planned to debut late this year, Federal said just two weeks ago the property would open in Jan (*TD* 28 Sep).



Watch here next week

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Wolgan Valley takes off

OPENED just two weeks ago, the ultra-luxe Emirates Wolgan Valley Resort & Spa is already proving a winner, despite its \$1950 a night room rate.

The \$125m property is almost fully-booked over the summer holidays with most of the guests coming from the UK and Germany.

But GM Joost Heymeijer told *TD* during a tour of the resort

Yet another QF A380 incident

QANTAS isn't having a good run with its Airbus A380s at present.

Last Sunday morning emergency services were scrambled at London Heathrow Airport after the crew of an inbound QF A380 flight, QF31, reported landing gear problems while on approach.

The aircraft landed safely and was able to depart for the return QF32 service about five hours later, with a 60 minute delay.

It's not clear whether this was the same aircraft which had problems in Sydney earlier this week, leading London-bound passengers stranded for more than 26 hours.

Initially pax were delayed 5 hours waiting for a hydraulic problem to be rectified on their A380, with a replacement aircraft eventually brought in.

This second plane also experienced technical problems "which required a return to the terminal" and the passengers were booked into overnight accom and then onto other flights.

QF said it regretted the delays "but will always put operational safety before schedule."

yesterday that it's also starting to attract local clientele from the Sydney and Canberra drive market because of the "lack of high-end hotels and resorts in Australia."

"We originally thought it'd be a 70-30% split between overseas and domestic guests, but it's now 50-50%," he said.

Emirates is also expecting the property to build its brand, with EK vice president Stephen Pearse saying: "In time, this will be a successful part of the group overall. We have the best product in the air, now we have the best product on the ground."

The property can accommodate 80 guests in lavishly-appointed cottages which each have their own heated pool, comfortable living room, king-sized beds and a cosy double-sided fireplace.

Heymeijer says the room rate isn't exceptional when you consider it includes all meals, wines and activities.

He admits expectations are high because of its ties to the airline, but believes Wolgan Valley is up to the challenge, with his ambition to make the resort "one of the top 25 properties in the world".

VN MEL status quo

VIETNAM Airlines has removed a planned fifth weekly flight between Ho Chi Minh City and Melbourne from agent GDS.

The carrier had earlier loaded the fifth service, which was set to operate each Sat from 25 Oct, but the additional flight has now been removed from the GDS availability and timetable display.

VN will continue to operate a 4x weekly service to Melbourne.

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Window Seat

TOURISTS are reportedly flocking to visit the Berlin underground - specifically, the network of bunkers and tunnels which was used by many East German residents to make their way to freedom in the west during the Cold War.

Berlin tourism authorities say that last year more than 150,000 visitors explored the tunnels, some of which were over 250m long and which were dug between Oct 1961 and Apr 1982.

Most of the subterranean escape routes were dug from the West to the East, often by men who had already fled and were trying to get the rest of their family out of East Germany.

IT'S not just Colorado which is hoping to emulate the success of Tourism Queensland in marketing its snowfields (*TD* yesterday).

Tourism British Columbia is currently advertising two opportunities for full-time "ski bums" who will receive an all-expenses paid three month holiday at Sun Peaks Resort or on the so-called Powder Highway which links seven ski resorts in Canada's Rocky Mountains.

Prospective Bums are required to submit videos to either www.snowbumcanada.com or www.skittourscanada.com - and if an Aussie wins the Powder Highway quest they can even take a friend to join the fun for 10 days skiing or boarding at Panorama Mountain Village.

BRITISH travellers at Manchester Airport are the latest to encounter new scanning technology which produces naked X-ray images of travellers.

The system is already in use at several airports in the US, and speeds up the security process because it doesn't require pax to remove belts, shoes or coats.

Officials said the graphic images are "not erotic or pornographic," and are only viewed by a single security officer before being deleted permanently.

Travellers who aren't keen on the idea can instead opt for a pat-down frisk.



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Travel Daily AU

First with the news

Wed 14 Oct 09

Page 3

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

We cover the world with
over 80 destinations.



Tempo Oman boost

TEMPO Holidays has expanded its product range in regional Oman with a new 3 day package to Salalah on the Arabian Sea.

Travellers fly from Muscat to explore stunning scenery, ancient tombs and fishing villages, with the deal priced from \$868pp; more information 1300 362 844.



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US invades Qld

VISITORS from the USA appear to be heading to Queensland, with a huge 16% rise in US visitor nights to the sunshine state for the year to 30 Jun.

The boost has also fuelled US visitor spending of \$292m, up 6.6%, with the increase a contrast to NSW and Vic which both saw declines in US visitor nights over the same period.

South Molle Island's new youth-focused Koala Adventure Island in the Whitsundays says it's "reaping the benefits of the USA invasion" with hundreds of US guests during Sep and Oct.

Tourist bus crash

AT LEAST seven people were killed in Taiwan earlier this week when their tour bus went over the edge of a hillside after colliding with a truck.

The incident occurred on a highway in the southern district of Kohsiung, with 28 passengers on board the vehicle.

The *Straits Times* reports that graphic TV footage showed rescuers "using ropes and stretchers to lift passengers out of the mangled bus".

flydubai ups Beirut

DUBAI-based low cost carrier flydubai will increase its services on the Dubai-Beirut from the current daily operation to 11 flights per week from 25 Oct.

The services will operate twice a day each Tue, Wed, Thu and Sun, according to agent GDS.

Flydubai will also next Sun launch a new double daily service between Dubai and Doha, operating a 737-800 on the route.

The Qatar flights are flydubai's first intra-Gulf state route.

Air New Zealand slams IBM

AIR New Zealand is blaming IT giant IBM for a failure of the carrier's online booking system last Sun which left passengers stranded and blocked online bookings for several hours.

The problem was apparently the result of the failure of a back-up power generator at IBM's data centre in Auckland.

It took about six hours for the system to be fully operational, during which NZ staff had to resort to hand-writing boarding passes.

Air NZ ceo Rob Fyfe slammed the computer company's slow response, saying: "In my 30-year working career, I am struggling to recall a time when I have seen a supplier so slow to react to a catastrophic system failure such as this and so unwilling to accept

responsibility and apologise to its client and its client's customers.

"We were left high and dry and this is simply unacceptable," Fyfe told staff in an internal memo.

He's reportedly ordered a full review of possible options to ensure the carrier has "an IT supplier whom we have confidence in and is fully committed to our business."

IBM says it's launched its own investigation into the outage, saying it had dispatched 32 staff to help restore the failed systems.

The data centre failure, which also affected some NZ online banking services, occurred on the last day of the NZ school holidays.

Starwood socialises

STARWOOD Hotels and Resorts has launched a suite of new Twitter, Facebook and iPhone applications for members of its Starwood Preferred Guest (SPG) loyalty program.

SPG claims to be the "first hotel loyalty program to establish a presence in these leading social media and mobile networks", with the move part of its commitment to "providing insider access for its loyal guests by tapping into the power of social media."

The company said its research shows SPG members are highly active social media participants, and those with high rates of use "book and stay more frequently".

The new applications are online at www.spg.com/stayconnected.

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**AIR CARRIER SERVICES
– DOMESTIC AND INTERNATIONAL RFT**

The Victorian Department of Treasury and Finance will release the Whole of the Victorian Government RFT for the provision of Air Carrier Services – Domestic and International on **Wednesday 14 October 2009**.

A tender briefing will be held on:

Date: Monday 26 October
Time: 2.30pm to 3.15pm
Venue: Treasury Theatre
1 Treasury Place, East Melbourne, Victoria, 3002.

Attendance at the tender briefing is not mandatory, but highly desirable. Keep an eye on www.tenders.vic.gov.au for the RFT on the release date.

Tender contact email: aircarrierservices@dtf.vic.gov.au



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AFTA UPDATE

the latest insights from AFTA's Chief Executive,
Jayson Westbury



Last night, the winner of the AVIS Travel Agent Scholarship of Excellence was awarded and a very worthy winner in Lisa Upton of Harvey World Travel Noosa won.

Having been involved in the judging process yesterday and seeing the other five finalists, it is wonderful to see such fantastic talent working within the travel industry. The Scholarship that AVIS has proudly offered for the past 13 years is an excellent testament in acknowledging the tireless efforts of consultants.

This year out of a very large field, Lisa stood out as a person who understands the importance of customer service and how to deliver it, everyday without question.

The industry is lucky to have such a great supporter in AVIS for providing this opportunity to travel consultants. It is an acknowledgement of the commitment AVIS has to travel agents and the industry and all of the team at AVIS should be congratulated for showing such industry leadership in providing this opportunity constantly each year.

AFTA is proud to be a part of the Scholarship program and provide the support it can. We are really pleased that the Scholarship will be run once again next year and I am sure that consultants that take up the challenge to apply will reap more than just the reward of the trip to New York by taking part.

Last year's winner, Kim Hatherly spoke at the awards dinner with enormous passion (see page 8). Kim talked about her year having been the Scholarship winner in 2008 and how it had given her a new outlook and excellent opportunities to advance herself as a person but also as a travel agent. In Kim's address to the dinner she talked about how a travel agent has to have such a broad knowledge of so many products and is expected to be "The Expert" without question when the client makes all kinds of requests. Kim was clearly a very worthy winner last year and I encourage everyone to consider taking part in next year's Scholarship.

There is no age limit, there are no boundaries, other than demonstrating that you or your team member holds excellence in customer service as a part of their everyday working life. Congratulations to all concerned who took part in the 2009 AVIS Travel Agent Scholarship of Excellence.



CZ doubles flights

CHINA Southern Airlines will double its departures from Australia over the peak season, with three nonstop services from Melbourne to Guangzhou effective Sun 26 Oct.

The direct flights replace three services via Sydney, which will see its current five weekly non-stop flights maintained.

Then from 02 Dec until 20 Feb CZ will increase to daily departures ex SYD, making its total number of Australian flights 10 per week.

Regional manager James Liu said demand for travel to and within China is continuing to grow from both Melbourne and Sydney, with the new schedules aimed to accommodate the growth in leisure and business traffic, as well as the seasonal peak in travel by members of the Chinese community.

All of China Southern's Australian services are operated with a two class A330-200 with 24 business class and 24 economy seats.

Delta consolidation

DELTA Air Lines has relocated the operational control centre for Northwest Airlines to Atlanta.

The centre was formerly located in Minnesota, where Northwest was headquartered until its acquisition by Delta created the world's largest airline.

Delta management have said they aim to operate both carriers under a single FAA Air Operators Certificate by the end of the year.

Bangkok bargains

THE accommodation arm of globalCARS is offering discounts of up to 50% on a wide range of hotels in Bangkok.

Prices start at just \$48 per room for stays before 31 Oct at the Elegance Suites, while there are healthy discounts at a range of 3, 4 and 5 star properties - including the upmarket Dusit Thani at Silom for \$150.

More info 1300 789 992.

TM conf support

TRAVELMANAGERS says it's thrilled that its second annual conference will be strongly supported by the industry, with six major sponsors named as APT, CoverMore, DriveAway, Qantas Holidays, Rail Plus and Royal Caribbean Cruises.

Executive gm Mandy Scotney said the financial commitments show the "strong partnerships we have established in a very short space of time.

"It sends our company a strong message that our suppliers believe in what we are doing."

Qantas Hols gm Chris Rankin said the wholesaler had seen "very strong growth from TravelManagers in a difficult year".

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*Airfares inclusive of taxes and surcharges correct at 29th September 2009. Offer ends 31st March 2010 for travel between 2nd October and 31st March 2010 on Business and Economy Class from Brisbane, Melbourne, Perth and Sydney to one of Emirates' 22 European destinations. Business Class is valid between Australia and Dubai only. Seats subject to availability. # Mileage restrictions apply. Maximum stay is for 12 months. Amendments and cancellation fees apply.

**Your chance to meet
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Scotty Got An Office Job!**



Please meet Scotty Iseri, from the critically acclaimed web series *Scotty Got An Office Job*.

Thanks to Fraser Suites Sydney, Scotty is coming to Australia to film the third series...*Scotty Got An Aussie Job!*

BUT - we need the help of Travel Daily readers!

Scotty needs a new theme song.....in an Aussie accent.

So get your colleagues together, fine tune your most ocker accent and you could win a trip to Sydney to meet Scotty in person and be the guest of honour at his Welcome to Australia Party!

You will also receive return flights to Sydney courtesy of Virgin Blue and stay in luxury at the beautiful Fraser Suites Sydney.

So get practicing!

CLICK HERE to hear Scotty's original theme song and get some ideas...then all you need to do is email an MP3/video to: scottycop@traveldaily.com.au by COB Wed 21 October 2009.

**Flights are excluding taxes from winners nearest Virgin Blue port to SYD and subject to availability. Prize is for one person only.



WA Holiday Inn buy

A PRIVATE investment group has purchased the Holiday Inn City Centre in Perth from Eureka Funds management for \$44m.

The syndicate is headed up by WA developers George Atzemis and Constantine Berbatis, who say they plan to refurbish the 181-room property.

"We believe the performance of the Holiday in in 2008 and 2009 makes it the cream of accommodation hotels in Australia," Mr Atzemis said.

InterContinental Hotels Group will continue to manage the Perth property until at least 2020.

Year-to-date occupancy has exceeded 90%, with the hotel benefiting from the ongoing WA resources boom.

Eureka has also sold the Holiday Inn on Flinders in Melbourne to a Singapore-based company which paid \$44m for the property.

Macau age change

AUTHORITIES in Macau have announced plans to raise the casino age limit from 18 to 21, as well as restricting the number of gambling tables in the enclave.

The share prices of a number of hotel and casino operators fell after the announcement.

Hawaii-China flights

CHINESE carrier Hainan Airlines has received approval from the US Department of Transportation to operate scheduled services between Beijing and Honolulu.

The airline, which will be the first commercial carrier to offer non-stop service between Hawaii and China, is expected to begin with one flight per week early next year and build up as demand increases.

The carrier will fly a 288-seat A340-600 on the route, which opens up Hawaii to the burgeoning Chinese outbound leisure travel market.



ABOVE: Natural Focus Safaris recently rewarded some of its top supporters with an exclusive educational to Southern India.

The trip was organised in conjunction with the India Tourist Office, and saw the agents visit Bangalore, Mysore, Hassan and the spectacular state of Karala - also known as 'God's own country'.

Highlights included opulent palaces, ancient temples, an exploration of the port city of Kochi and a houseboat cruise in Kerala.

They're pictured above at one of the palaces of Tipu Sultan, front row from left: Andrew Diment, Karen Balley, Margaret Watson, Tiarni Witchell, Craig Nelson, Tanya Taber, Lisa Wattle.

Front row: Elitza Hyduke, Ali Kennedy, Chris Mania, Sonja Bomhof and Sandeep Bahl.

NT media campaign

TOURISM Northern Territory has launched a new \$1.2m marketing campaign through a global partnership with National Geographic and the Discovery Channel, which will promote the NT on TV and online in the US, Germany, South East Asia and NZ.

The promotion is also being run in conjunction with Qantas, which is offering consumers special airfares to the Red Centre from the UK, Germany and the USA.

It also includes a downloadable Gap Year guide to the Red Centre for the UK market.

Sydney Xpo

THE 2010 Sydney Travel Xpo will be held 06-07 Mar at a new location, The Dome at Sydney Olympic Park - more info www.travelxpo.com.au.




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BNE itineraries

BRISBANE Marketing has unveiled a new range of recommended itineraries, with the aim of educating the industry about the breadth of products available in the Qld capital - visitbrisbane.com.au.

WIN A SKYWALK EXPERIENCE!



Sydney Tower has streamlined its Skywalk experience, making it an even better way to celebrate a special occasion or reward employees for their hard work with eye-popping views out over Sydney and its streets 250 metres below.

Visitors can now step outside onto the roof of Sydney Tower's golden turret to experience 360-degree bird's-eye views of the city and as far west as the Blue Mountains in just 45 minutes, as well as venturing out onto glass-floored platforms extending right out over the edge.

Travel Daily and Skywalk have again joined forces this month to give one lucky **TD** reader a Skywalk double pass, including entry to Sydney Tower + OzTrek.

To be in the running to win this great prize, all you need to do is send us your best travel tip.

Email your entries into:

skywalkcomp@traveldaily.com.au



Today's entry was sent in by
Meagan McLeod from Harvey World Travel Tumut:

Don't panic if things go wrong, relax and enjoy the whole experience you may even discover something you would have missed otherwise.

The lucky winner will be announced in next Monday's issue.

Counsellors soars

TRAVEL Counsellors says its sales for Aug/Sep were up more than 14% worldwide, with the company also seeing a strong increase in passenger numbers this month for 2010 departures.

Travel Counsellors said it's been driving sales through incentives as well as a focus on training its 1100 members worldwide.

"We are constantly developing and enhancing the support and technology available to our Travel Counsellors here in Australia, to enable them to develop their knowledge and skills and to build their business," said TC Australian gm Peter Watson.

Four Seasons Beirut

FOUR SEASONS Hotels & Resorts has confirmed that its new Four Seasons Hotel Beirut will open in Dec, with 230 guest rooms and suites each featuring oversized furnished terraces.

Topeck 2010 out

TOPDECK has launched an expanded program of European trips for 2010, and says it will once again offer guaranteed departures across all of its itineraries, "rather than the more conservative option of 'definite departures' adopted by other tour operators."

MD Lance Batty said the move means agents and their passengers "can be sure that travel plans won't be thrown into chaos by last minute cancellations."

76 different itineraries are on offer, including an 18 day Spain, Portugal and Morocco trip and the introduction of Iceland, exploring "Europe's latest must-visit destination."

Topdeck has an earlybird offer of a 7.5% discount on selected trips booked and paid before 31 Dec for travel from 01 Apr 2010. More info 1300 886 332.



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If you have a passion for travel, industry sales and networking, apply today.

Please email your confidential application no later than Tuesday 27 October 2009 to rebeccac@driveaway.com.au

**Area Sales Manager
VIC/SA**



Accommodation Updates

WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.



The new Chateau Elan in NSW's Hunter Valley claims to be "a new concept in five star resorts in Australia". Set to open next Feb, the property will feature 193 'lavishly oversized guest rooms' as well as 20 self-contained two bedroom spa villas, all overlooking the 18-hole Greg Norman designed "The Vintage" golf course. The property describes itself as Australia's largest conference resort, and will also feature a massive 18-treatment room spa with Tarrake treatments supplemented by Thalgo products. Chateau Elan is being developed by Donald and Nancy Panoz, who founded the award-winning Chateau Elan winery and resort in Atlanta Georgia, as well as Diablo Grande in California. See www.chateauelan.com.au.



The Harbour Plaza 8 Degrees opened this week in Kowloon, Hong Kong. The hotel has 702 rooms, one banquet hall (divisible into nine meeting rooms), two restaurants featuring Asian and international food, a bar, a full service business centre, a Club lounge, a fitness centre and an outdoor swimming pool and whirlpool. Plaza 8 is also close to entertainment areas including MTR Hung Hom Station, Kowloon Bay and Tsimshatsui. See promo.hp8d.harbour-plaza.com.



The Chatwal New York is slated for opening in early 2010. Re-creating the glamour and style of 1930's Gotham, it will become the first member of the Leading Hotels of the World collection within Manhattan's theatre district. The building itself was once host to the famous Lambs Club, and its history dates back to 1905. Redesigned by architects, the hotel will feature 88 guestrooms - with suede walls! - and private terraces are available on request. See www.lhw.com/chatwal.



Regal Hotels has added the five-star Regal Kangbo Hotel in Dezhou, Shandong Province, China, to its portfolio. Set to open its doors in the third quarter of 2010, the 22-storey diamond shaped hotel will become the highest building in the city as well as its first five star property. The Regal Kangbo will feature 215 guestrooms and suites, several restaurants, and a 3-storey podium housing 7 meeting and banquet rooms, an indoor swimming pool, grand ballroom, gym and spa.



Sydney
Melbourne
Brisbane

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- Excellent communication skills; and
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Excellent salary, incentive, benefits and conditions.

Please forward Resumes in confidence to:
HumanResources@mptravel.com.au

Note: Only Resumes containing the relevant experience as stated above will be considered and only shortlisted candidates will be contacted. No agencies please.

TripCase enhanced

SABRE'S TripCase mobile travel application for smart devices now supports the new iPhone 3.0 'push technology' to automatically update flight status.

The program is available free at www.tripcase.com.

The future of the travel industry!



LAST night the Australian travel industry gathered in Sydney to celebrate its best and brightest - the finalists in this year's Avis Travel Agent Scholarship of Excellence.

Now in its 13th year, the scholarship aims to celebrate service excellence and is an initiative of the Avis Travel Agents Advisory Board.

Lisa Upton of HWT Noosa was the overall winner from a strong field which included Kylie Afzal of Corporate Travel Management in Brisbane, Jillian Murray of Magellan member Southside Business and Leisure Travel in Woree, Qld; Angelina Stimson, Globetrotter Corporate Travel Nedlands WA (CT Partners); Leanne Downie from Spencer

RIGHT: Andrew MacFarlane of Magellan Travel with Leanne Chard and Hugh Houston of the AOT Group.

Travel, Surry Hills (TSAX); and Carine Ernest of Corporate Travel Management in Sydney.

Upton received two business class return tickets with Qantas to New York, with the prize also including car hire, American Express foreign exchange products, business coaching from Polonius resources, four ICCA cruise training modules and a one year honorary position on the Agents Advisory Board.

The finalists are pictured above with Russell Butler (left) and George Proos of Avis - with the notable exception of Leanne Downie, who flew off to Dublin just after the judging was completed, on her way to see rock star Pink in concert as part of a recent QF incentive prize!



LEFT: Jacqui Timmins from Travelscene American Express with Max Najar of Axis Travel in South Australia.

IT'S TRAVEL2'S 1ST BIRTHDAY!!!
WIN A TRIP FOR 2 TO DISNEYLAND

Today we have another very cute baby entry that has been sent in by **Michael Gunn of Travelforce Sydney.**

Pictured to the right is Michael's daughter, **Adelyn**, celebrating with her new birthday gifts.

Adelyn is wearing her favourite gold shoes and football shirt, complete with her name and birthday number, which coincidentally happens to fall on a date with the number **2**.

Michael said Adelyn would love to visit Disney and meet Mickey Mouse in person.

He's now in the running to win a trip for **2** to **Disneyland Resort, California**, courtesy of **Travel2, Air New Zealand** and **Disneyland Resort California**.

It's all part of the birthday celebrations for **Travel2** which turns one this month.

This sensational prize includes return economy flights to Los Angeles with Air New Zealand; four nights at a hotel of the **Disneyland Resort**; **2**, three day **Disneyland Resort Park Hopper Bonus Tickets** and return **Disneyland Resort Express** transfers.

To enter, we're asking Travel Daily readers to simply send in a photo of a celebration that incorporates the number **2**.

We'd like to see some clever entries...so be as Creative as you like, and you could soon be jetsetting to LA for a celebration of your own in **Disneyland Resort, California!**

There's just over two weeks left to enter, so get snapping!

Send your photos to: travel2comp@traveldaily.com.au.

For full terms and conditions see www.traveldaily.com.au.



ABOVE: Representatives of some of the sponsors: George Proos, Avis; David Fellowes, Polonius Resources; Brett Jardine, International Cruise Council Australasia; Geoff Appleton, Polonius Resources; Steve Limbrick, Qantas; Jayson Westbury, AFTA; and Russell Butler, Avis.



AVIS**2009**Avis Travel Agent
Scholarship of Excellence**13 OUTSTANDING YEARS!**

The 2008 winner of the Avis Travel Agent Scholarship of Excellence, Kim Hatherly of Southside World Travel in GyMEA, Sydney last night gave this inspiring speech at the announcement of the 2009 winner.

The travel consultant in 2009

A few years ago you could have been forgiven for thinking the travel consultant was an endangered species, and that our major predator was the internet. All sorts of dire predictions were made - so much travel product was widely available on the net, travellers could make all their arrangements themselves, agents were just middlemen who could now be happily cut out of the equation, bricks-and-mortar agencies would close, travel would become just another DIY project for the public. There have been times, too, when consultants could be forgiven for believing we were being attacked from within our own ranks - suppliers finding new and ever more creative ways of reducing their need to remunerate us for our role in their distribution network. (Fuel, apparently, is no longer considered a normal operating cost of a plane or ship, and has mysteriously found its way out of the fare and into a tax box.) Suppliers releasing earlybird specials that promise huge savings to encourage forward bookings, then releasing bigger discounts close to departure that serve only to antagonise the early payers and perpetuate late booking habits. Operators cancelling "guaranteed" departures. It's true that the last nine years have presented enormous challenges to the entire industry, financially, technologically, operationally, but it's also true that some players have demonstrated an uncanny talent for shooting themselves in the foot, for undermining both price integrity and their own credibility, and for a reluctance to listen to others who just might have a firmer grasp on the consumer pulse.

If travel consultancy was just about making bookings, moving money from the punter's pocket to the operator's bank account, printing a voucher and handing over a ticket, the challenges and changes of the last decade would indeed have sounded the death knell for the travel agent. But we are still here, and the Avis Travel Agents' Scholarship of Excellence is still here, about to announce its thirteenth winner. So what do we consultants do that the net and various industry sectors can't do alone, or for themselves, and what is it the Scholarship continues to recognise and reward?

Destination knowledge. Product knowledge. Technical skills. People skills. Practical experience. Customer service excellence.

Those of you here representing airlines, hotels, cruise lines, tour operators, service providers - you each know your own products extremely well (hopefully). We consultants here know your products too. All of them. We know your competitors' product. We know how well you deliver, and how well your competitors deliver. We know the destinations you serve. We know your customers. We know why they stay loyal to you and why they desert. We know which product best suits each customer. We know how to efficiently and economically move those customers from destination to destination, in the air, on the ground, by sea; we know where to stay, what to see, where to eat, what to do, at what time of year to do it, what it costs and why it's interesting. We know about visas, vaccinations, insurance, currency, climate, customs, festivals, dress codes, opening hours, tipping, fare levels and fare rules, rates, rooms, cabins, car types, train schedules, ferry routes, tours, walks,

transfers. When there's a strike or natural disaster or cancelled - sorry, "withdrawn" - service, we know how to notify, change, fix, substitute, re-jig, catch the falling dominoes, to "un-strand" a stranded traveller. We complete insurance paperwork, supply supporting evidence, pursue refunds, challenge unauthorised charges, give moral and practical support to travellers whose plans, for whatever reason, don't go - well, according to plan. We know reservation requirements, booking engines, accountancy procedures, cancellation penalties, ticketing deadlines, terms and conditions, features and benefits, not just of one product or destination, but of a vast array of them. And we know how to pull all that knowledge and experience into streamlined itineraries to best serve the customer.

To best serve the customer. No one website or booking engine or operator res agent has the breadth and depth of knowledge and experience, or the capacity or opportunity to share it with the consumer, that the travel consultant does. We are in a unique position to aid, advise and influence the traveller's decisions on destination, mode of travel and choice of product. What the Avis Travel Agent Scholarship of Excellence seeks out and rewards is those consultants who most successfully put all that knowledge, experience and expertise into best serving their - and your - customers' whole range of needs.

The Scholarship is not a popularity contest. It's not about who you know, who you can find to nominate you or how many votes you can drum up from friends in the industry. It's not about achieving sales targets. It's about commitment to, and demonstration of, superior customer service. It involves a written submission addressing six specific questions, demanding a great deal of thought, introspection and analysis of how and why you do what you do in your professional life. It requires real-life examples of above-and-beyond customer service delivery. For the six finalists selected from those written submissions, the next challenge is a prepared 15-minute verbal presentation, tackling another three set questions, presented before the judging panel this morning, and if that experience of public speaking wasn't enough, one final off-the-cuff question from the judges to totally do your head in.

*And it's not called a "Scholarship" for nothing. The rewards are far more than an elegant trophy and your photo in *Travel Daily*. The winner benefits from a whole year's worth of new training - and therefore learning - experiences. Personal coaching and professional development from Polonius Resources. Valuable cruise training modules from the International Cruise Council. Honorary membership of the Avis Travel Agents' Advisory Board and participation in their lively board meetings and discussions. Opportunities to mix with and hear the perspectives of some of the industry's most accomplished and experienced members. And of course, the visit to New York to spend a day on the road with a local Avis BDM, and another day meeting executives at Avis World Headquarters in New Jersey. The reward for the winner's time and commitment in entering is more time and commitment in participation - but extraordinarily valuable experiences all.*





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SENIOR TRAVEL CONSULTANT

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ENJOY YOUR SUMMER NIGHTS

CORPORATE TRAVEL CONSULTANT

PERTH (INNER NORTH) – PKG TO \$55K+

This summer you could soon be enjoying more daylight hours! Working for this boutique & well respected Travel Company, you can be walking out the door by 4.30pm!

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CALLING ALL EVENTS PRO CONSULTANTS

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ADELAIDE (INNER) – PKG TO \$100K+ (OTE)

Are you searching for a position with a difference? This elite travel company servicing many luxury travellers with leisure travel requests predominately throughout Australia. Whether is private jets, charter yachts or secluded luxury islands, this organisation will book it. To be successful you must have an astonishing travel industry history including a proven TOP sales record. Mon to Fri hours only. Amazing Educational!

YOUR PLACE IN THE SUN!!

CORPORATE CONSULTANT

GOLD COAST – FANTASTIC \$\$\$

Our client is located on the beautiful Gold Coast and is currently looking for an experienced and talented corporate travel consultant to join their existing team. You will enjoy selling all aspects of travel to your corporate clients along with some leisure bookings. In return you will be rewarded with a generous salary, excellent supportive management, great team environment and access to some great famils just to name a few of the perks. Tramada is preferred but not essential.

VARIETY IS THE SPICE OF LIFE!!

HIGH END CRUISE/LEISURE CONSULTANT

BRISBANE CBD - \$40- \$45K OTE

Our client is located in the heart of Brisbane CBD and is currently looking for an experienced and motivated travel consultant to join their fantastic team. You will enjoy selling all aspects of high end leisure travel with a strong focus on the cruise product. You will be rewarded with a supportive team, management and great incentives and famils. You will need a minimum of 3 years travel selling experience, excellent product knowledge, fantastic attitude and proven sales skills.



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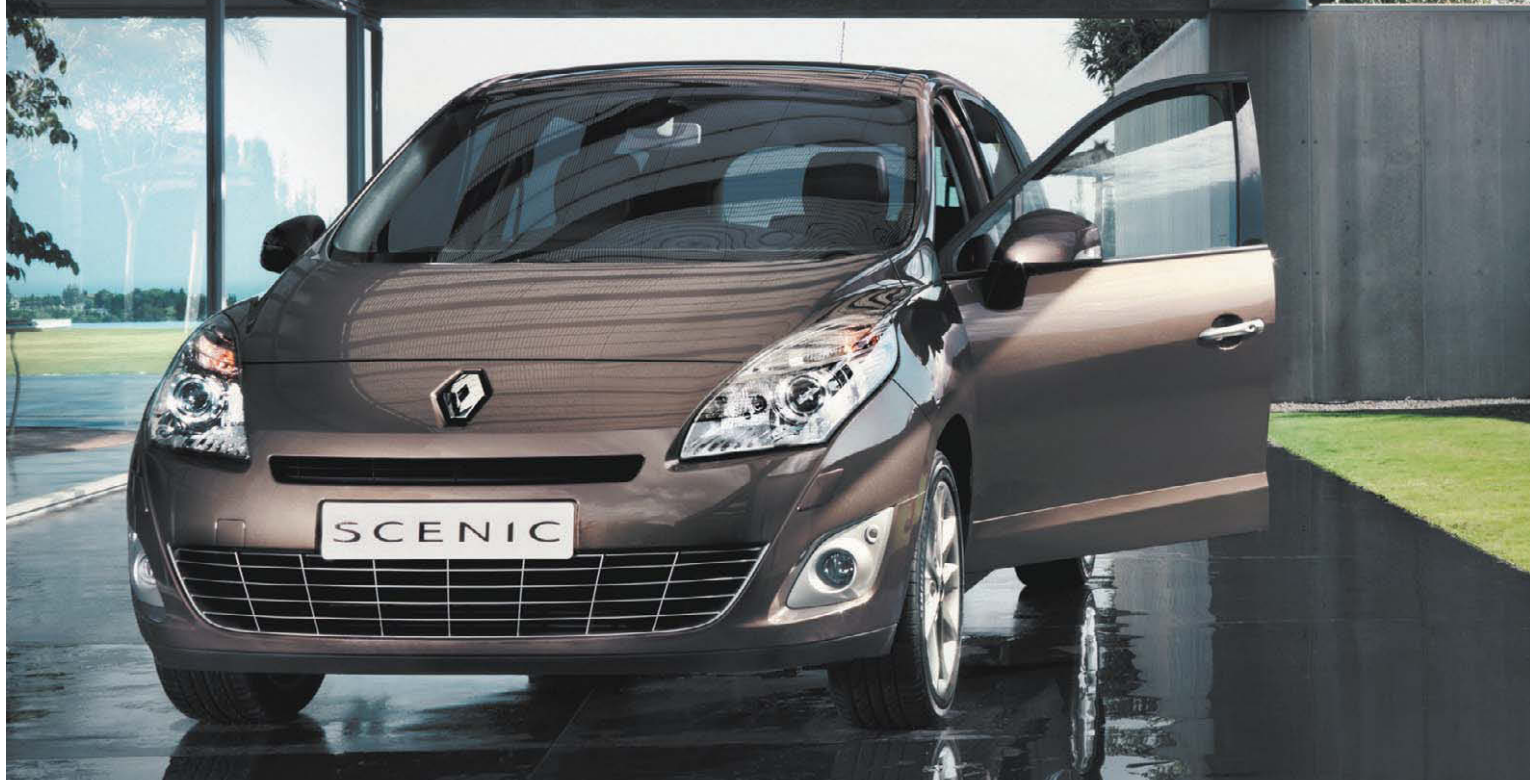
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