

You need to be well
connected to do
business in
Eastern Europe.

Austrian Airlines offers 500 flights per week to over 45 destinations in Central & Eastern Europe.

Austrian
We fly for your smile.

www.austrian.com

Travel Daily AU

First with the news

Thu 01 Apr 10

Page 1

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

Business Development Manager, BNE

- Highly respected Travel Management Company
- Base from \$80k (neg) + Super + Bonus
- Rare opportunity !!!!!

Contact **Sally Matheson**
at sallym@tmsap.com

BNE • MEL • PER • SYD • BKK • HKG • SHA • SIN

River Tosca returns

UNIWORLD River Cruises has returned its *River Tosca* Egyptian cruise vessel to service after a seven week dry dock to rectify poor workmanship discovered after the ship debuted last Oct.

The company said *Tosca* now meets its high standards and is "one of the best ships on the Nile" - more in *Cruise Weekly*.

Star Alliance fare boost

TRAVEL agents across the country will today be scrambling to issue Star Alliance tickets in the lead-up to Easter, with the alliance announcing a fare increase with effectively just 24 hours notice.

Fraser competition

ANOTHER new month signals the start of another month long competition in *TD*, and during Apr Fraser Suites Sydney is giving one lucky reader a chance to win a luxurious two night city escape, staying in its penthouse suite.

The prize includes a Sky Walk pass, a bottle of Bollinger bubbly, brekkie, parking and more.

See page six to find out how to enter this sensational prize.

India-Aus bilateral?

THE Australian govt is expected to shortly announce a new bilateral agreement on air services between Australia and India, that will pave the way for a carrier from the sub-continent to start daily direct services into two gateway cities, within 12 months.

TD understands part of the pact may involve permitting an Indian carrier to operate services beyond Australia and across the Pacific, in return for two Aus. airlines who will be given 5th freedom rights to fly twice daily to points beyond India.

AFTA ceo column

AFTA's Jayson Westbury shares his comments on DFAT and travel insurance in his exclusive column today - see page six for details.

Air NZ job on offer

AIR New Zealand is seeking a National Support Administrator to join its Sydney team - see pg 10.

The higher Star Alliance fare levels come into effect next Tue 06 Apr, meaning that to protect current bookings all tickets must be issued by no later than Mon 05 Apr - over the upcoming four day public holiday long weekend.

The changes apply to a range of Star Alliance round the world fares, including the Special Economy Fare which increases by 4% to \$3152 nett.

Also affected are Star Alliance 1, 2 and 3 fares in Economy, Business and First Class, with First Class increasing by about 6%, Business up 3.6% and Economy rising 4.5% for Star 1 tariffs.

Agents are up in arms about not being given more notice of the increases, with clients who are unable to be contacted due to the holiday period, stuck paying higher levels if their bookings can't be ticketed in time.

The official tariff notice was only issued yesterday, and consolidators including Air Tickets told clients that all tickets must be issued by close of business today due to limited operating hours over the weekend.

KEITH PROWSE WIMBLEDON 2010



The Championships,
Wimbledon
21 June - 04 July 2010
travel@keithprowse.com.au
1800 008 567



Lest We Forget

(Sandakan - Ranau Death March)
Sandakan Memorial Day
15th August
www.sabahtourism.com

Today's Travel Daily

Travel Daily has six pages of news plus full pages from:

- TMS Asia Pacific
- AA Appointments
- American Express jobs
- Air New Zealand job

Because of the upcoming long weekend the next issue of *TD* will be published on Tue 06 Apr. Happy Easter to all!

Trip

Travel rewards & incentive program

EARN POINTS ON AIR WITH QANTAS INTERNATIONAL BOOKINGS

Offer valid for all
international
Qantas bookings
made with

 **Holidays**




For bookings made and
deposited before 30 Jun '10 for
departures 01 Apr - 30 Jun '10.
Conditions apply.

Not a Trip member?
Join today!

There's more to South Africa than the World Cup.

Now flying non-stop to Johannesburg.

Visit the GDS or vaustralia.com.au

International airline of 



inPlace
RECRUITMENT

Call 1300 inPlace
Or Sydney (02) 9278 5100

Retail / Groups- 8 mth Contract

- ▶ High volume Group & FIT travel to large scale event.
- ▶ Handle air, accom, entry & European extensions.
- ▶ Galileo CRS essential. Sydney CBD
- ▶ Salary: \$40-\$42K + super ▶ **Apply Today!**

call or email: ben@inplacerecruitment.com.au
www.inplacerecruitment.com.au

Travel Daily AU
First with the news

Thu 01 Apr 10 Page 2

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

الإتجاه ETIHAD
AIRWAYS

Click for Etihad Interactive Tour

Stay at Kirribilli

PRIME Minister Kevin Rudd is showing his egalitarian nature by today announcing the opening of the doors of his official Sydney residence, Kirribilli House, to paying guests.

The Kirribilli House Hotel Stay will be bookable through boutique hotel specialist Mr & Mrs Smith, with funds generated dedicated to the govt's Innovation and Infrastructure program.

Opposition leader Tony Abbott has also jumped on the bandwagon by agreeing to donate up to 10 bikes for the use of guests.

More info 03 9419 6671.

NEW 2010 CHINA RUSSIA TRANS SIBERIA BROCHURE



CALL TIFS TO RECEIVE
ALL YOUR ADVENTURE
WORLD BROCHURES

CONTACT ADVENTURE WORLD:

1300 363 055

info@adventureworld.com.au

www.adventureworld.com.au



**Adventure
World**

Trusted travel with the destination experts

*Conditions apply.

Five more years of JSA

THE Australian Competition and Consumer Commission yesterday confirmed its earlier draft decision (TD 04 Feb) to authorise the continued operation of the Joint Services Agreement between Qantas and British Airways.

"The ACCC considers the JSA is likely to continue to provide air passengers with access to lower fares and a broader range of schedule options," said ACCC chairman Graeme Samuel.

He said that strong competition on "most routes" operated under the JSA means that cost savings are likely to be passed onto consumers, with the pact also "unlikely to result in any significant lessening of competition in the relevant markets".

The JSA allows QF and BA to coordinate commercial arrangements in providing air transport services, primarily between Australia and Europe.

FJ commission cuts

AIR Pacific has reduced its commission payable on flights to the USA and Hawaii, with Qantas Holidays also adjusting the base commission paid on the fares to 5% effective from today.

The wholesaler said existing bookings would be honoured at the current base commission level.

The pact has been in operation for the last 14 years, and the ACCC said that economy passengers in particular are likely to benefit from lower fares.

The decision isn't absolutely final until 22 Apr, with a three week period for other interested parties to submit an application for review of the ruling to the Australian Competition Tribunal.

Avis self-service

CAR rental firm Avis has launched new self-service kiosks for its customers at Sydney Domestic Airport.

The systems allow customers with an Avis Wizard number to bypass the terminal counter and organise a vehicle - with or without a reservation - directly from the kiosks in the ground floor Avis section of the car park.

After completing the details of their rental the kiosk will print a rental agreement including the location of the parking bay where their car is parked.

Avis said that as well as saving valuable time avoiding the rental counters, the kiosks also allow customers to easily change elements of their booking such as return location and vehicle type as well as add optional extras such as baby seats and GPS.

Temp required Senior Consultant Country Victoria

Midlands Travel and Cruise in Kyneton requires a temp for 5 weeks from around 21 April.

For more details please
phone Michael Hay on
0418 405 864
Or email

Michaelhay@optus.ap.blackberry.net

Taste the Difference
Experience Macau!

MACAU GOVERNMENT TOURIST OFFICE

Window Seat

VICTORIA'S Daylesford region has reinforced its therapeutic credentials by setting a new world record for the largest simultaneous massage.

263 qualified massage therapists took part in the "history making event" at Lavandula Lavender Farm, working away the aches and pains of 263 volunteer 'massagees' (now that's a tough job) - with the stunt adjudicated by Chris Sheedy from the Guinness Book of Records.

Tourism Victoria marketing director Don Richter said the event "confirms that Daylesford is the nation's leading spa and wellbeing destination".

THIS is an unusual way to get a pay rise.

Flight attendants at grounded Spanish airline Air Comet have launched a nude calendar to draw attention to their push for up to nine month's back pay owed to them by the carrier.

The calendar shows the Air Comet female crew in various naked poses in airline cabins and in one case on top of a jet engine, according to Reuters.

"We are just demanding our rights to receive what is ours," said a spokeswoman for the group.

HOW about a holiday in a former bloodthirsty dictator's villa?

Officials in Iraq are seeking foreign investment to revitalise a desert paradise built by Saddam Hussein.

The dictator built 76 lavish villas in areas around Baghdad, with artificial lakes and date orchards near the Tigris River.

A spokesperson for the Iraqi govt said the palaces "only need rehabilitation and a few other things to turn the whole area into a wonderful tourism site".

Sell Qantas for your chance to win a Wildlife experience in South Africa!

Click here for details

THE BIG 5 OF THE WILD!



7 WONDERS. 7 CONTINENTS. 7 WEEKS



Vietnam "ON SALE"

| | |
|---|--|
| Saigon / Hanoi Return Airfare, 2 nights, tourist hotel & daily breakfast \$718* Fabulous Family Package - Danang Return Airfare, Daily breakfast, 2 nights accom. at Furama Hotel \$1378* | Northern Vietnam Adventure 9 Days 8 Nights Hanoi - Hanoi - Sapa - Ninh Binh Return Airfare 3 nights accom. stay at Prince Hotel 1 night accom. stay at Hoi An Plaza Hotel 2 nights accom. stay at Bamboo Sapa Hotel Meals inc. daily breakfast, 7 lunches, 3 dinners \$1618* |
|---|--|

Visit us online for other great deals & regular departure guided tours
 Contact your local travel agent or book online @ www.vnholidays.com.au
 Or call toll free 1300 309 117

VN Holidays
 Vietnam, Cambodia & Laos specialists

Travel Daily AU
 First with the news

Thu 01 Apr 10 Page 3

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

A 5-star transit experience.
 Premium Terminal in Doha for First & Business Class passengers

QATAR
 AIRWAYS القطرية

SQ kk's Haneda

SINGAPORE Airlines has today announced the launch of twice daily services between Singapore - Tokyo Haneda, effective 31 Oct, as exclusively revealed by *Travel Daily* last week (TD 26 Mar).

Race off with KEA

KEA Campers has announced the introduction of the perfect optional addition for rev-head motorhome renters - nitrous oxide injection systems.

The company said this morning it was responding to concerns over traffic congestion, with RVs often blamed for snarls.

"In actual fact, most modern vehicles have the potential to leave complaining drivers in the dust," said Ken Randy, KEA director of product innovation.

He said the variable injection system allowed clients to have a faster take-off at the lights - perfect when staring down a neighbouring teenage driver - while setting the system for constant Nitrous injection could boost engine power by as much as 220% "in favourable conditions".

DJ confirms order

VIRGIN Blue says today's order for up to 105 new Boeing 737 aircraft (TD breaking news) will give it "important flexibility to manage movements in market conditions, to aggressively ensure market share is not eroded".

The transaction is the biggest aircraft order in Virgin Blue's ten-year history.

It's also the largest Boeing order in the last 18 months, and covers 50 firm 737-800NG aircraft, with flexibility to convert to either 737-700 or -900s.

There's also 25 additional firm delivery positions secured as options and 30 future purchase rights, with delivery scheduled from Jun 2011 through to 2017.

Outgoing DJ ceo Brett Godfrey said the deal puts the carrier in a "strong position to prepare for steady future growth" as well as further reducing operating costs.

The planes will be delivered with newly designed seats and in-flight entertainment systems complementing DJ's 'Airline of the Future' initiative which will roll out in 2011, Godfrey said.

Trafalgar extends earlybird season

TRAFALGAR Tours is aiming to capitalise on a consumer trend towards shorter booking periods, this week launching another round of air and land deals to Europe.

In what is essentially a third round of 2010 earlybird (EB) deals, Trafalgar has teamed up with Emirates to offer airfares priced from a low \$1,499, when booked in conjunction with a First Class or CostSaver tour of 10 days or more.

Speaking with TD yesterday, managing director Paul McGrath revealed that the tour operator's just ended 'traditional' earlybird season (Sep to Mar) had seen a pick-up in sales of 60% compared to the year prior, and that overall sales were about 50% up on 2009, and virtually on par with 2008.

McGrath said the latest three week long 'Last Chance' campaign has come about because "we've proved this year's earlybird season isn't quite dead yet."

"The standard booking window for a European holiday maker was at least nine to ten months prior," McGrath said, "but we're now

seeing that there's a defined market for travellers who want to book within five or six months."

"Our agent feedback tells us they are still getting enquiries for Europe this year, so we want to continue to stimulate sales by giving them more time to sell."

"By putting this great Emirates deal out there we think we'll get more traction in the market."

He said most sales were driven by the airfare, so Trafalgar has "sharpened" the price of its fares to encourage more bookings.

McGrath told TD the latest offers "certainly won't undermine what's already been out in the market place."

The response to the Last Chance promo has been strong with call volumes doubling in the first two days since its launch, he said.

The increase in sales for the 2010 season hasn't been limited to the CostSaver program either, with McGrath saying clients who were more budget conscious in 2009 are now looking to upsell.

Last chance deals end on 20 Apr.

FESTIVE HONG KONG 2010



Hong Kong. A World of Celebrations.

Come and discover Hong Kong's unique world of dazzling celebrations. Experience an enchanting mix of Chinese and Western festivities in a mesmerising year-round whirl of festivals, music, sports, arts and cultural events you'll find nowhere else.

Visit **FestiveHongKong2010.com**



HONG KONG TOURISM BOARD

PR reassurance

PHILIPPINE Airlines says its blacklisting by the European Commission (TD Tue) has come as a result of the aviation safety downgrading of the Philippine government, with the decision notwithstanding the carrier's outstanding safety record.

PAL assured the travelling public that safety remains the "bedrock" of its operations and that it continues to be the only Philippine carrier to comply with the IATA Operational Safety Audit.

The carrier said it welcomed an upcoming visit by the European Commission safety committee to audit and inspect local carriers "and is confident that EC inspectors will find a picture of PAL as a world-class carrier of uncompromising professionalism and efficiency."

MAS orders 29 jets

MALAYSIA Airlines has placed a firm aircraft order with Airbus for the delivery of 15 A330-300 jets and 10 options, to be handed over from the first-half of next year.

The carrier will configure the A330-300s with a two-class cabin, offering 283 seats.

MH has also placed orders for six Airbus A330-200F freighters.

CCC combo cruise

FIJI guests staying at Mamanuca Island resorts will now be included in Captain Cook Cruises picks-ups for their 3 to 7 night Yasawa Islands cruises on board the *MV Reef Endeavour*.

Plantation, Musket Cove, Lomani Island resort, Malolo, Liku Liku, Castaway and Mana Island Resort have all offered guest's complimentary boat transfers.

Moored off Honeymoon Island at 6pm every Saturday night, Mamanuca Island guests can be transferred across, allowing visitors to experience the best of both Mamanuca and Yasawa Islands.

Voyager gets mobile

TRAVEL management company Voyager Travel is now utilising ConTgo's Mobile Travel Assistant to provide corporate customers with "intelligent travel content" through mobile devices.

Voyager says by using the MTA, organisations in the country will be able to reduce costs and improve the traveller experience for their client.

By using key words such as Taxi, Hotel or Restaurant, users of MTA can obtain instantaneous information about each service while on the move.

"Voyager always strives to provide second-to-none tailored travel solutions that add value to our client's businesses and we believe we are ahead of the corporate travel curve by making the MTA from ConTgo available to all our customers," said ceo Richard Savva.

Wish they all could be CA girls



TO celebrate the official launch of California's new Australian website, California Tourism held a magnificent Californian-themed party at Ravesi's on Bondi last night.

The re-vamped website has been designed to answer all the common questions Australian travellers have, from visa requirements to the secret hot spots recommended by the locals.

Other features on the www.visitcalifornia.com.au site include downloadable interactive maps and a visitor's guide, drive times and an overview of the 12 regions of California.

"We're looking to show Aussies that there's more to California than LA and San Francisco via the new website", California Tourism pr manager, Amanda Moreland, told *Travel Daily*.

In 2008, Australia was California's fourth largest overseas market with 341,000 visitors, after Canada, Mexico and the UK.



"With a 30% increase in flights from Australia to California, as well as the strong Australian dollar, there's never been a better time to visit", she added.

Pictured above is Seaton Jones; Andrew Kelly; Gary 'G-Man' Manuel, V Australia; Californian surfer and star chef, Raphael Lunetta; Rashelle Toms, Jetset Travelworld; Damian Cerini, Creative Holidays and MC James Tobin, and *inset* is Damian Cerini with Creative Holidays colleague and prize winner of a trip for two to California, Celeste Arthur.

Lågt.

Or **low** as you say in English.
As in SAS **Economy** is comfort at a low price.

Copenhagen Stockholm Oslo Helsinki and more than 60 other Scandinavian destinations.**

flysas.com.au or call 1300 727 707



Scandinavian Airlines

A STAR ALLIANCE MEMBER

*Published via Bangkok/Tokyo. 7% standard commission. Excl. taxes/charges. Conditions apply.
**Including SAS code share, Blue1 and Widerøe destinations.

TRADE.TRAVELNT.COM

CENTRE YOUR EFFORTS ON THE RED CENTRE

Our online training program is your centre for learning



Want the latest from Tourism Australia?

Come to one of our free Market Briefings to get up-to-date information on what's happening in the global tourism market.

Register now at www.tourism.australia.com

Brisbane Tuesday 6 April | Cairns Wednesday 7 April | Darwin Thursday 8 April | Sydney Friday 9 April
Melbourne Tuesday 13 April | Hobart Wednesday 14 April | Perth Thursday 15 April | Adelaide Friday 16 April

Our hats match that roof!



ABOVE: Last week a group of Travelscene American Express consultants where lucky enough to venture off to San Francisco.

Hosted by Qantas Holidays the group experienced some of the cities most well known sights including an Urban Safari with Alcatraz, a Wine Country Tour

with Gray Line San Francisco, Bike Riding across the Golden Gate Bridge and to finish it off, a Hornblower Dinner Cruise.

While in San Fran the agents stayed at the centrally located Handlery Union Square Hotel.

Pictured above at the Palace of Fine Arts during the Urban Safari Tour, front row *from left* are: David Haddad, Pure Travel; Kim Knight, Qantas Holidays and Kylie Howard, Globenet Travel.

Back row: Allison Tickle, TSAX; Glenn Jarvis, The Travellers Hut; Pamela Dobson, Travel 360; Lindy Dalton, Travelscene Belrose; Shirlee Ann Baum, Travelscene @ Lyn McNaught Travel; Sarah Larkin, Travelcall Melbourne; Jenna Wainstein, ETM Travel Prahan; Teresa Petrocco, Travelscene Baulkham Hills; Bruce Dunstan, Travel Extra - Sefton Park and Michelle Pontifex, Phil Hoffmann Travel Unley.

AA JetBlue deal

AMERICAN Airlines has announced a new agreement with US low-cost carrier JetBlue, which will see the airlines allow their passengers to connect to flights via New York JFK and Boston to so-called "non-overlapping markets".

Under the pact AA will allocate slots at Washington National Airport to allow JetBlue to operate at least eight daily return services on the busy New York-Washington DC route.

JetBlue will also transfer 12 slot pairs at JFK to American and the agreement covers both domestic and international destinations.

No QF interruptions

QANTAS is advising the industry that proposed industrial action by its professional engineers over the Easter period will have no impact on its operations or passengers.

See qantas.com.au/agents.



Industry Appointments

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

Radisson Resort Fiji Denarau Island has appointed **Shashita Nand** as the Director of Sales and Marketing, effective immediately. She is due to relocate from her current Australian-based role to the resort this month.

Omniche Holidays has announced three additional sales team members. **Pat Barallon** returns to wholesales as VIC Sales Rep with **David Reeves** as NSW Sales Rep and **Les 'Lettuce' Quintal** has been promoted to the new position of Regional Sales Rep to run tactical sales blitzes around the country.

John Welborn has been appointed to the board of **Tourism WA**. His appointment will aid with the state's recently launched tourism campaign, 'Experience Extraordinary'.

Flight Centre WASANT has appointed **Sean Berenson** to the role of Nation Leader WA Retail. Sean was previously Area Leader of Genesis. And **Pauline Thomas** is returning from the USA where she was Area Leader in Chicago to take over Area Leader of Genesis. Both positions are effective 01 May 10.

Boutique Hoi An Resort in Vietnam has named **Theo Schuurhuis** as the properties general manager. The hotel is due this year.

Business Events Cairns and Great Barrier Reef has appointed **Darlene Holdsworth** to the newly created position of Business Events Sales Manager.

Etihad Airways has announced the appointment of **Ali Abdul Rahim Alhosani** as its Airport Facilitations Manager at Kuala Lumpur International Airport (KLIA) in Malaysia.

Meritus Hotels and Resorts (MHR) in Singapore has appointed **Michael Sengol** as the Chief Executive Officer of the Singapore-based hotel management company owned by Overseas Union Enterprise (OUE). As CEO of OUE's hospitality Division, Michael will be based in Singapore overseeing the expansion of the company and strengthening the brands of the individual properties, particularly that of its flagship, Mandarin Orchard Singapore.

Leeanne Dyer has taken up a new position as marketing manager for **Central Coast Tourism**. She was formerly with Harvey World Travel, having taken up a position there as training manager after some years with Integra Tourism Marketing, now Aviareps.

Bentours has announced the appointment of **Jeremy Hearst** to the new position of Business Head. Hearst most recently worked with sister company Tempo Holidays (both companies operate under the Cox & Kings Australia brand) as Senior Product Manager. Based in Sydney, he will be responsible for developing and supporting the strategic direction of Bentours.



Once again the Macau Government Tourist Office in partnership with *Travel Daily* is giving subscribers the chance to join in the experience of World Class Entertainment at Sydney's Acer Arena.

On Saturday 17th April, American pop starlet **Kelly Clarkson** will rock the stage and the Macau Government Tourist Office is giving seven lucky winners and their friends a chance to join them in their very own Private Suite.

All you need to do is answer all 4 questions featured in *Travel Daily* this week for your chance to WIN...

Email your answers to kellyconcert@traveldaily.com.au

KELLY CLARKSON

Q4: In 25 words or less, describe how would you sell Macau to your client?

CLICK HERE FOR TERMS & CONDITIONS

Travel Daily AU
First with the news

Macau Government Tourist Office



Want to get on board with some of the leading online travel brands in the Asia Pacific Region?

The launch of **wotiflight.com** means we need staff - and fast! Dazzle us with your CV and Cover Letter - recruitment@wotifgroup.com

Fares and Ticketing Clerks

- Make use of your completed fares and ticketing course
- Extend on the existing experience you have in the travel industry.

Apply now to join our Fares and Ticketing team and become involved in some of the most talked brands in the online space!

Flights Customer Service Representatives

- Do you have flights knowledge?
- How about 12 months experience in the travel industry?

Full time positions are available now in our customer service team.

wotflight
Just plane easy

lastminute.com.au

Heading to Bells?

VIRGIN Blue Airlines are giving staff from the travel industry a chance to watch this weekends 2010 Virgin Blue/Rip Curl Pro surfing contest at Bells Beach in Victoria, 'live' for free.

Travel personel can gain entry simply by showing their industry identification at the entry.

DJ guests who have retained a boarding pass will also be offered the deal when entering, at which point they'll receive a festival pass valued at \$44.

The promo is tied to DJ's fifth year of sponsoring the event.

Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program *Getaway* at 7:30pm features stories on:

- San Francisco, USA
- Mogo Zoo, New South Wales
- Melbourne Cattlestation
- Fauxnesia, South Pacific
- One&Only Hotel, Dubai
- Trike tour, North Queensland

Machu Picchu open

PERUVIAN archaeological site Machu Picchu will reopen to the public today since its closure due to mudslides earlier this year.

Condor Cuzco is however advising that Peru Rail will be unable to offer the bimodal service (bus & train) until 31 May to transport visitors to the site.

At this stage Peru Rail is only providing the train service from Piscacucho to Machu Picchu town and return.

AFTA UPDATE

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



THE cautious optimism that has been a key underling message over these early months of 2010 was confirmed with the latest news on Viva Macau.

It's not a good message for any of us in the travel industry to have airlines grounded, no matter what the cause and it is definitely a sign that the industry is not out of the woods completely as yet. Hopefully a solution will be found for Viva Macau, but it is a very real reminder that caution should still be applied in the way agents approach this year.

Last week the Smartraveller Consultative Group held its March meeting. This group is made up of a range of industry representatives including AFTA and the Department of Foreign Affairs (DFAT).

DFAT are responsible for the ongoing communications to Australians travelling overseas about the risks and concerns that can arise sometimes with visiting another country.

An important and helpful tool has been developed under the Smartraveller program which outlines "10 Things you need to know about Travel Insurance". The full 10 tips will be posted on the www.afta.com.au website and more information can be obtained from the www.smartraveller.gov.au website.

Just to point out a few which DFAT has declared on their flyer;

- Travel insurance is as essential as your passport regardless of your travel destination.
 - Comprehensive travel insurance should cover all medical expenses for injury or illness, theft of valuables, baggage damage and interruptions to flight plans.
 - If you can't afford travel insurance, you can't afford to travel.
- I have just stated three of the important points and all of these are equally as important as the other when talking to your clients about travel insurance.*

Interestingly, the 10 tips have been developed in consultation with the Insurance Council of Australia which demonstrates the importance and cooperative nature of the insurance industry with the travel industry.

This is an excellent tool for the travel industry when selling travel insurance and reinforces how important the Australian Government sees robust, inclusive and appropriate travel insurance for Australians travelling overseas.

It is also a very good and strong subtle reminder for agents about demonstrating the value that you can add by ensuring that clients are sold the correct insurance cover for their planned trip and that includes the elements that the Australian Government believe are important.



WIN THE ULTIMATE SYDNEY WEEKEND



*Fraser Suites Sydney is an award-winning all-suite luxury hotel located in Sydney's CBD, next to Darling Harbour - **Sydney's best kept secret!***

The sleek 42 level tower offers 201 luxurious studio, one and two bedroom deluxe suites & two spectacular duplex penthouse apartments.

Design elements throughout are infused with warmth and modern furnishings evoke a sense of Manhattan style.

*Throughout the month of April, **Travel Daily** readers will have the chance to win The "Ultimate Sydney Weekend" at Fraser Suites Sydney, where you'll be able to live like a star for a weekend in an ultra luxurious two bedroom duplex penthouse.*

*This incredible prize for two people valued at over \$4000, courtesy of **Fraser Suites Sydney** includes:*

- Two night's accommodation in a two duplex bedroom penthouse
- Breakfast daily for two people
- Complimentary Car Parking
- A bottle of Bollinger Champagne
- Handmade Belgian Chocolates
- SkyWalk pass for two people
- Late checkout to midday



See Fraser Suites Sydney at:
www.frasershospitality.com



To enter, please send in your best Sydney Secret.

*This can be anything from a local restaurant, walk, art exhibition or place to grab the best coffee!
Extra points for creativity will be awarded.*

Email your responses to: secretcomp@traveldaily.com.au

CLICK HERE FOR TERMS & CONDITIONS

1000th Starwood

STARWOOD Hotels & Resorts Worldwide has opened its 1000th property - the Sheraton Qiandao Resort in China.

New MEL system

MELBOURNE Airport has today switched on its latest navigation system that makes it easier for aircraft to land during 'fog season'.

QF flamin' again

QANTAS is in the spot light for the second time in 48 hours, when an QF380 carrying 244 passengers from London via Singapore landed at Sydney Airport last night bursting two tyres.

One passenger watching the onboard sky cam at the time said she heard "some kind of small explosions like bursts of fire."



HRG Australia - A leading global travel management company currently has an opportunity for an experienced Account Manager to join our Government Business Management team in Canberra.

Business Manager - ACT

Due to an internal promotion we now have a great opportunity for an experienced, driven and focused Business Manager based in Canberra. Ideally you will have experience in Account Management within the Corporate Travel Industry and be able to hit the ground running. Experience working with Government accounts would be advantageous.

If you believe you're suitable for this role and would like to join our dynamic team please send through your CV and covering letter to:
recruitment.au@hrgworldwide.com

Applications close Friday 9th April 2010

www.hrgworldwide.com
HRG Australia. A Hogg Robinson Group company

Develop Your Career Action Plan

Let us help you find your next opportunity



Executive Jobs (Australia) - April 2010

HR Manager, SYD

- **Leading Global Travel Company**
- **Salary to \$85k + bonus**
- **Sydney CBD**

Our client, a leading Global Travel provider is currently seeking an HR Manager to manage their HR functions across the Pacific. The main purpose of the role is to provide timely, effective, and business aligned generalise HR consultancy for the teams within the region, focusing on employee relations, recruitment, compensation and benefits, organisation development and training. You must be able to deal with and build relationships with staff at all levels within the organisation. You must keep abreast of legislative changes, deal well under pressure, performance manage staff, keep up to date on HR issues and much more.

Contact Sally Matheson, Sally Frappe T: 02 9231 6444 E: sallym@tmsap.com or [apply online now!](#)

Marketing Manager, SYD

- **Inner Sydney location**
- **Leading Travel Company**
- **Salary \$70K to \$80K + super (neg)**

Our client, a leading Travel Company is currently seeking an experienced Marketing Manager to take on full marketing activity for the organisation. The role is responsible for implementing the marketing strategies and tactics outlined in the integrated marketing plan. The ideal candidate will have a broad understanding of all marketing disciplines (PR, direct mail, print, web, advertising, etc), as well as be comfortable working with online activity. This is a generalist position, requiring well-rounded abilities. Emphasis is on delivering superior client service, campaign development and reliable project execution.

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

Sales Manager – Canberra

- **Corporate Business Development Role**
- **Global Travel Management Company**
- **Competitive Salary Package**

Our client, a Global Travel Management Company is expanding across the nation, and they are subsequently seeking to recruit an experienced Sales Manager to join their team in Canberra. The Sales Manager will focus on generating new opportunities for corporate travel offerings focusing on the mid market. They will be responsible for identifying opportunities and working with the client throughout the full sales/implementation cycle as appropriate. This is an ideal opportunity for a driven, sales focused individual to work within the dynamic and integrated culture of this leader in Corporate Travel, where you will have access to a broad support structure and subject matter experts who will enable your success.

Contact Sally Matheson, Sally Frappe T: 02 9231 6444 E: sallym@tmsap.com or [apply online now!](#)

Wholesale Team Leader, SYD

- **Global Wholesaler**
- **Manage team of 10 Customer Service Consultants**
- **Salary pkg \$65K +**

Our client a leading Global Wholesaler is looking for a Team Leader to manage their Customer Service department. The department is responsible for Air & Ticketing, E Services and Product allotment and inventory. To manage this team you will need strong people management skills and experience, understanding of air and ticketing, good computer skills, along with strong written and verbal communication skills. Previous product skills and or experience is desirable. This role will suit a manager who is looking for a role with variety. You must be able to multi task and encourage your teams to do so as well.

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

National Sales Executive, SYD or MEL

- **Leading Global Wholesaler specialising in Asia**
- **Salary \$60k +**
- **On the road and WORK FROM HOME**

Our client is global wholesaler is looking for a National Sales Representative formally known as Director of Sales and Business Development. You will be proactively identifying and generating new sales as well as growing existing business in the Australasian marketplace. Key Responsibilities on the road developing relationships and business, develop and maintain indepth market profiles identifying opportunities, maximising sales and business development opportunities targeting prospects and existing customers. This is a great role for someone to work from home, and be on the road. All travel expenses are paid for. If you have on the road sales experience in the travel industry and have a passion for Asia, then call Karen at TMS today.

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

Team Leader, SYD

- **Global Wholesaler**
- **Manage team of 7 Consultants & Coordinators**
- **Salary pkg \$65K +**

Our client a leading Global Wholesaler is looking for a Team Leader to manage their Administration & Back Office area. The department is responsible for Client Documentation, Client Customer Relations, and Accounts Receivable and Payable. To manage this team you will need strong people management skills and experience, understanding of accounts receivable & payable (but you don't have to be from a finance background), strong customer service skills and experience and an understanding of product, bulk data etc. This role will suit a manager who is looking for a role with variety. You must be able to multi task and encourage your teams to do so as well.

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

Training Manager, SYD

- **Manage and lead training specialists**
- **Manage scheduling of courses**
- **Hands on role**

You are responsible for leading the training team to ensure the training program is developed and maintained whilst ensuring the successful deployment of modern training programs You will be responsible for course creation and maintenance. You will have Certificate IV in workplace training, have hands on experience in training along with excellent communication and people skills.

Contact Sally Matheson, Sally Frappe T: 02 9231 6444 E: sallym@tmsap.com or [apply online now!](#)

Recruitment Consultant - Travel & Hospitality Industry SYD

- **Travel Industry experience essential**
- **Great salary package incorporating fantastic commission**

TMS Asia Pacific is the leading Travel and Hospitality Recruitment company in the Asia Pacific region. With offices across Australia and Asia we provide recruitment solutions to leading travel providers and Hotels, ranging from Temporary staff to Senior Executives. To continue to maximise our potential in the market we are seeking a new Recruitment Consultant to join our team.

Contact Michelle Williams T: 0433 108 642 E: michelle.william@tmsap.com or [apply online now!](#)

Quality recruitment for the travel and hospitality industries in Asia Pacific



Awarded
Best Practice
Accreditation
2010

T +61 2 9231 6444

E nswjobs@tmsap.com

W tmsap.com



BNE

MEL

PER

SYD

BKK

HKG

SHA

SIN

Partners in

DXB

UK

USA

REGISTER TODAY FOR THIS
EGGCELLENT
ASSORTMENT OF ROLES!

SYDNEY – 8/6 O'Connell St – (02) 9231 6377 – apply@aaappointments.com.au

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

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

PASSIONATE ABOUT WILDLIFE & CONSERVATION?

ASSISTANT RESERVATION CO-ORDINATOR
SYDNEY - SALARY PACKAGE TO \$50K

Our client is a luxury travel specialist focusing on island retreats, small lodges and luxury bush camps within Australia. As such, they require a sales focused, passionate individual to join this amazing team to promote and sell our great land.

If you're dedicated to the cause of environment and wild life conservation, can build strong relationships and have exceptional communication skills, then this is for you.

Don't delay as this unique role will not last.

WANT TO BE PART OF THE CORPORATE WORLD?

CORPORATE CONSULTANTS X 14

SYDNEY – SALARY PACKAGES UPTO \$60K+

Looking to move to into corporate travel but never had the opportunity to do so? Well here it is! Our client, a leading TMC in the industry, is offering experienced retail and wholesale consultants full training into corporate travel.

If you have at least two years experience in the travel industry, you will be considered for this great opportunity. Career progression on offer & a fantastic salary to go with it. Interviewing this week – so get in quick!

5 WEEKS ANNUAL LEAVE

CORPORATE CONSULTANT – AFTER HOURS
MELBOURNE (CITY) – SALARY PACKAGE TO \$70K

Fancy yourself enjoying 5 weeks annual leave a year plus money towards health insurance and a gym membership? You can when you join this amazing travel company in their after hours division, where you will service client calls from overseas making changes and amendments! You will also enjoy a 4 day week, with 3 days off.

Come on – don't you deserve something more?

ROCK OUT IN PERTH

DOMESTIC CORPORATE X 5 – 3MONTH CONTRACTS
PERTH (CBD) – TOP HOURLY RATE

Secure yourself one of these 5 positions starting asap. Our client is coming into a busy period and now requires outstanding temps to start working within their domestic corporate travel department. You will have excellent CRS skills from working in the travel industry and great knowledge of domestic fares. Potential of permanent positions available at conclusion of contract.

TAKE THE TOP SPOT!

RETAIL TRAVEL MANAGER

MELB (EAST) – SALARY PACKAGE TO \$65K + INCENTIVES

This independent agency requires the skills of an experienced travel manager to step into the owners shoes. You will be responsible for the entire management of the retail team including implementing new processes and streamlining systems, all the while ensuring sales are met within this already successful office. This is a great opportunity to put your mark on this agency today and build upon their success.

GLAMOROUS A-LIST CLIENTELE!

CORPORATE TRAVEL CONSULTANT

MELB (INNER) – SALARY PACKAGE TO \$52K +

Is your current job preventing you from further developing your skills? Join this award winning, national company who are rapidly expanding in the Melbourne market including the entertainment industry. You will initially be responsible for working on a variety of SME corporate accounts while being trained in production travel for the entertainment industry! This is an exciting opportunity you can't afford to miss!

SHIPS AHOY!

CALLING ALL CRUISE EXPERTS

BRISBANE CBD – SALARY PACKAGE TO \$65K+

If you love the cruise industry and are keen to work in either wholesale or retail, we have some amazing opportunities. Given the demand for consultants with a passion for selling cruise is unprecedented, you can name your price. Make the change and become a specialist in this exciting sector of the travel industry. Essentially, you will have a min 12 months experience in travel, strong CRS skills and enthusiasm to burn. Don't miss this great opportunity!

BY APPOINTMENT ONLY!

VIP LEISURE CONSULTANT

BRISBANE CBD – SALARY PACKAGE \$60K OTE

Tired of tyre kickers? Looking to work in a first class, boutique style agency that offers just that little more in the way of client customer service? Prefer to have the time to consult on high end leisure travel? Then this role is for you. You must have minimum four years international travel experience and be confident to offer exceptional service. This role is ideal for the person with a small client base who wants the support of an exceptional agency. Call today for a confidential discussion.

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, domestic or international consulting experience, the ability to make sound judgements and previous experience booking through a G.D.S. 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 and select the travel category.

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



"I love my job because it gives me a challenge to do the best that I can. Also it allows me to work with a lot of good people."



Inspiring People. Inspiring Journeys.

Air New Zealand – National Support Administrator

Short-haul Airline, Sydney

Due to internal movement, we are seeking a talented individual to join the Sydney team as a National Support Administrator. You will be responsible for providing efficient, accurate and timely sales and operational support to the National Sales team, external customers and trade partners, whilst also providing general administrative support to the regional office.

Responsibilities:

- Co-ordinate National and State sales and promotional events and trade shows
- Process educational and prize redemptions with associated documentation
- Process requests for Air New Zealand international staff travel
- Process ticketing requests including issuing and re-issuing of tickets and completion of relevant documents
- Deliver timely information to the travel industry regarding developments within the airline
- Create and maintain a library of sales collateral for both internal and external use
- Maintain accurate distribution lists
- Maintain accurate reporting systems
- Process and record invoices
- Produce accurate and well crafted correspondence and presentations
- Co-ordinate, monitor and report on all promotional budgets held within the region

To be considered for this position you will have previous experience in a customer service role. This will be combined with excellent administration and computer skills which are essential in this role. Your ability to be flexible and adapt to a dynamic environment where priorities are often conflicting is crucial.

Ticketing experience is preferred, however training will be provided.

We expect a lot from our people and our people expect a lot from us. After all it's our people who make us what we are. Visit us online and start your journey today, for more information email Mereula Nacewa on mereula.nacewa@airnz.co.nz or call +64 9 336 2031.

Please quote reference number AIR/13192 when applying.

