



Mon 12 Apr 10

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



#### QF fares rising 3%

QANTAS will bump up select Premium Economy one-way and return fares to Hong Kong, China, Singapore, Thailand and Malaysia by 3%, effective for sale on/after 21 Apr, as revealed in *TD* on Fri.

#### Athena short break

CLASSIC International Cruises has added a four-night Australia Day cruise to its voyage options in 2011, sailing from Fremantle on 23 Jan and priced from \$890ppts.

The cruise will visit Albany and Bunbury - where the ship will take in a spectacular fireworks display on 26 Jan - classicintcruises.com.

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## AC/JQ combo via agents

A SPECIAL fare between Australia and Canada combining Air Canada and Jetstar flights (*TD* breaking news) is only available through travel agents.

It's part of a new interline and ticket settlement agreement between the carriers, building in JQ's base of 11 interline partners established over the last year.

Jetstar said the relationships with international carriers

#### QF boss assurance

ALAN Joyce has given his own "personal assurance" to Qantas passengers about the recent spate of mechanical issues that left the airline red-faced in recent weeks.

The Qantas ceo said in a statement he was "very sorry" to pax affected by the disruptions saying: "Some of you were disappointed in us - and we were disappointed in what happened."

Joyce said QF is working with engine manufacturer Rolls Royce to eliminate future engine surges (which occured on Flight QF5 on 30 Mar and Flight QF1 on 06 Apr), highlighting that the aircraft involved in the incidents returned to their airports due to "a question of performance, not of safety."

In the other two incidents one of QF's A380s burst two of its 20 tyres on landing (*TD* 01 Apr) at SYD, while another Boeing 747 flight was delayed from leaving MEL on 05 Apr as a window pane needed to be replaced.

"I can assure you that our commitment to safety, and our investment in the very best aircraft engineering and maintenance, is as strong as it has ever been," Joyce said.

### Win a trip to Hawaii

HAWAIIAN Airlines, Miramar Waikiki and Dakine Luggage are giving one lucky *TD* the chance to win a seven-day trip to the 'The Aloha State' this week - see pg 4.

"provide seamless booking and ticketing opportunities for customers and the travel industry, giving more choices to combine a Jetstar flight into itineraries".

The \$2,410 inc taxes low season return fare between Sydney and Vancouver is on sale until 30 Apr for travel until 31 Dec, and must include one stop in Honolulu.

Jetstar remains ticketless for non-interline transactions through the GDS, while interline itineraries are e-ticketed on the stock of the carrier's partners.

JQ spokesman David Koczkar said the deal would enable AC customers to gain access to the Jetstar domestic networks in Australia and NZ as well as its "wider pan Asian network".

### AirAsia ramps up

AIRASIA has confirmed it will increase its Perth and Melbourne services to Kuala Lumpur to twice daily (*TD* Wed) from 01 Jul, and thrice daily between Perth and Bali, effective 01 Jun.

"We've been delighted with the response from the travelling public, support from the state and national tourism bodies and our airport partners, who have really thrown their weight behind these routes and AirAsia as a whole," said ceo Azran Osman-Rani.

#### **Top Dog milestone**

TRAVEL industry technology provider Top Dog Developments this month is celebrating its fifth year of operation in Australia.

To celebrate the occasion, the firm will be giving one retailer or wholesaler a chance to win one of its technology solutions (worth over \$50,000) to enhance their distribution and develop their product portfolio.

Stay tuned to *TD* next week for full details of the giveaway.

#### Today's *Travel Daily*

*Travel Daily* today has seven pages of news photos, plus full pages from: (*click*)

- AA Appointments
- Oman Tourism famil





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#### oneworld NRT move

AIRLINE alliance oneworld says it's on track for the transfer of its member carriers to relocate to Tokyo Narita's Terminal 2 this Nov.

Ooh

Low

Low!

Last chance Emirates Summer Europe Deal

Book a Trafalgar Europe tour of 10 days or more & fly to London from \$1599\*pp! Offer ends 20 April 2010

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TRAFALGAR rediscover the romance of travel-

## DL pilots push VA pact

PILOTS working for Delta Air Lines have come out strongly in support of the proposed trans-Pacific alliance between DL and V Australia.

The US Department of Transport is currently considering approval of antitrust immunity for the pact, which has already been given the go-ahead by the Australian Competition and Consumer Commission (*TD* 10 Dec).

The Delta pilots say the US government's decision "will have a significant impact on the livelihoods and career expectations of Delta pilots and all employees of the company".

V Australia and Delta have welcomed the comments, issuing a statement saying they "respectfully urge the Department to expeditiously approve a final grant of antitrust immunity".

The carriers said their application is a "simple and uncontested case involving two

### Air NZ free flights

AIR New Zealand is giving Aussie travellers free domestic flights within NZ as part of its latest 'Big NZ Shout' promotion, which launched yesterday.

Free flights are being offered to a choice of 26 destinations for travel in May and Jun 2010, when booked via Air New Zealand or through the Tourism New Zealand websites.

The campaign is being marketed on TV, online and in print media.

new entrant applicants operating in an open skies environment".

US competition authorities are also currently considering an application for transatlantic immunity by American Airlines and BA/Iberia, but DL and VA said that unlike the AA/BA proposal, their agreement involves "no material issues regarding airport access, competitive overlap or market shares".

They said that approval of the joint venture will enable "the travelling public to realise the benefits of the alliance".

#### **Bangkok unrest**

THE Department of Foreign Affairs and Trade has warned of "a strong possibility of further violence and civil unrest in Thailand, particularly in Bangkok" after violent clashes last Sat between security forces and anti government protestors.

The DFAT travel advice for Thailand remains at the "High degree of caution" level, with the department saying that while there hasn't been violence in areas outside Bangkok to date "this could change quickly and without warning".

Intrepid Travel spokesperson Eliza Anderson told *TD* today that the tour operator's clients in Bangkok were "all safe", and that it had moved a group of 37 pax (which included 13 Aussies) to a property located outside the main demonstration zones.

She said Intrepid had not found it necessary to cancel any Thai tours at this stage, and that agents could find up-to-date info about the situation on the Safety page of the Intrepid website.

# Window Seat

AGENTS on the Hong Kong Tourism Board family famil last week (*see p6*) were surprised to learn on Sat night that Virgin Atlantic actually offers four classes on its HKG-SYD flights -Upper Class, Premium Economy, Economy and...Purple Seats.

The flight was about 60% full in economy class and passengers were told they could switch seats after takeoff - but not into the hallowed Purple Seats which attract an extra charge of £50 - because they have an extra 2 inches of legroom.

This left most of the bemused agents and other passengers crammed into their existing spots, while entire rows of the special

Purple
Seats were
left vacant
- and in
fact one
was taped
off (below)
to ensure
that there
was no
sneaky
switching.



AN American Airlines flight attendant is urging travellers to take a 'Jetiquette Pledge' in the lead-up to the busy US summer travel season.

The pledge includes a promise to clean up after yourself in the plane lavatory, not hog overhead bins, speak quietly on board, wear appropriate clothes and teach flight manners to kids - see www.dearskysteward.com.

#### government account manager.

Take flight with a company that thrives on innovation, the input of individual team members and doing things differently. Virgin Blue has revolutionised the Australian travel industry with our positive attitude and commitment to friendly service, fun and flair. Our team members exemplify the unique Virgin "can-do" culture and it's what gives the airline its competitive edge.

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Applications close on Wednesday 14 April 2010.







holidays

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Business Traveller Cellars in the Sky Awards





HAWAIIAN Airlines and Creative Holidays recently hosted a group of agents on an famil of Hawaii.

The trip included a trolley tour of Waikele Premium Outlets in Oahu and a visit to the Royal Lahaina Resort in Maui (above).

Pictured from left are: Sarah Pogson, Benchmark Travel; performer; Daniel Carney, Flight Centre; Vanessa Kellaway, Jetset; Tim Yeates, HWT; Emma Wood, Flight Centre; Danielle Jarvis, Jetset Travel; Sarah Pollard, Creative and performer.

In front: Naomi Bailey, Merola's Travel Service; Sally Mayne, Flight Centre; Rebecca Wall, Hawaii Tourism Oceania and Michelle Chadwick, Centurion AMEX.

#### **Lido joins Minder**

THE Lido Group has teamed up with channel manager SiteMinder which will see the firm expand its offering of accommodation and travel options for government and events clients.

SiteMinder md Mike Ford said: "This new connection with the Lido Group puts our customers' rooms directly in front of thousands of government agencies and employees, as well as conference and corporate staff."

Lido says the tie-up moves the firm closer to its goal of seamless integration from the booker to the supplier in a controlled environment.

#### Near *Dawn* disaster

P&O Australia's *Pacific Dawn* came within 70 metres of colliding with Brisbane's six-lane Gateway Bridge on Sat after the ship lost all power inside 1 kilometre from the 68.5m high structure.

According to *The Courier-Mail*, two tugboats which were towing the vessel at the time managed to pull up the 245-metre ship, seconds before potential disaster.

A spokesman for Carnival Aust. said the incident was "a controlled situation" and not a major problem, and that *Dawn* had set off on a South Pacific cruise yesterday.

The 1.6km long Gateway Bridge is in the city's eastern suburbs.

#### QR fares on sale

QATAR Airways has released some great airfare deals to Europe departing from Melbourne for travel between until 27 May, and from 04 Oct to 11 Nov.

Fares lead in at \$1,783 including taxes to Madrid, or \$1,883 to Paris and \$1,899 to London, when booked before 22 Apr.

#### JQ to target ZQN

JETSTAR is planning to bolster capacity to Queenstown NZ from Australia in the next year, as the carrier readies itself for future aircraft deliveries.

"We're looking at a whole bunch of operations that we'd love to start, expanding more into Auckland, potentially more Christchurch, and we're looking at Queenstown...as the next growth opportunity," Jetstar ceo Bruce Buchanan said last week.

#### Free camera offer

ADVENTURE World is giving pax who book and pay for any 2010 Cruise West Alaskan cruise before 28 May a free Video Flip Camera.

For more info on the special deal phone 1300 363 055.

#### **DJ** boosts Hervey

VIRGIN Blue will add an extra 312 seats per week on the Sydney-Hervey Bay route from 11 May, upgrading the current Embraer aircraft used to a Boeing 737.

DJ will operate the 737 on Tue, Wed and Thu each week.

## **EXOTISSIMO**

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#### Sales Manager - Australia/New Zealand

Exotissimo Travel Group is one of the region's leading Destination Management Companies with 16 wholly owned offices across Vietnam, Cambodia, Laos, Myanmar, Thailand and Indonesia. Due to the growth of Exotissimo, we are looking for a highly motivated Sales Manager to develop new business and support existing clients across Australia and New Zealand.

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Send CV and application to Australia@exotissimo.com

## air mauritius

## Administrative Coordinator, Melbourne

Air Mauritius, an international airline, operating out of its base in Mauritius has an exciting and challenging position for its office in Melbourne.

A detailed job description is available on the Air Mauritius website

http://www.airmauritius.com/vacancies.htm

An application form can be downloaded at

http://www.airmauritius.com/aboutus/mkexternalvacancy.pdf



We will provide the brands, and leads for you to grow your own business from the comforts of your own home, beach, tropical island ... you decide!

12 months travel consultancy experience
Excellent verbal communication and telephone skills,
Fares and ticketing knowledge,
GDS experience

#### DFAT on Costa Rica | Experience La La

THE Australian govt is alerting Costa Rica bound travellers to be wary for their own safety when travelling to the country's Pacific and Atlantic Coast.

The Smartraveller website says foreigners visiting tourist sites, resorts, airports and other places where public transport is available around Tamarindo, Jaco, Queps, Manuel Antonio, Puerto Viejoon have been targeted by armed robbers and drug-related crime.

#### **BAG YOURSELF A HOLIDAY IN HAWAII!**



To celebrate the generous two piece luggage allowance, **Hawaiian** Airlines, Miramar Waikiki and Dakine Luggage are giving you the chance to bag yourself a 7-day holiday in Hawaii.

The prize includes two return Sydney to Honolulu and a six night stay at the Miramar Waikiki Hotel in an Ocean View Room.

All you need to do to be in the running to win this amazing the four questions featured in Travel Daily from Monday to Thursday this week, **plus** answer the final question featured on Friday.

What is Hawaiian Airlines' luggage allowance?

Email your answers to:

**CLICK HERE FOR TERMS & CONDITIONS** 

The first correct entry will win the two pieces of Dakine luggage.







**UNIVERSAL** Studios Hollywood has launched a new "full-service" portal designed to connect hotel, air transportation and car rentals with leading Hollywood entertainment destinations.

ExperienceHollywood.com has over 600 hotels and offers a range of suggested itineraries to make the most out of quests holiday stays in and around Tinseltown.

### HRA new signings

**HOTEL** Representation Australia has announced the signing of Castle Hotels & Resorts in Hawaii.

Castle has six properties in Oahu, four in Maui/Molokai, seven on Kauai and the Big Island, along with one in Saipan and Auckland.

#### Globus MacKillop

GLOBUS has released a 10-day tour of Italy that commorates the canonisation of Mary MacKillop later the year.

Priced from \$3,479ppts, the trip departs Rome on 15 Oct, and also visits Florence and Venice.

#### TCF termination

**THE** Travel Compensation Fund has announced the non voluntary termination of Sunnybank Travel (ABN: 42 010 345 678) of QLD, as the "agency lacks sufficient financial resources."

The termination took effect from Thu 08 Apr.

#### **Tour de France tour**

FRANCE-BASED Discover France Adventures has a handful of spots left on its Alpes VIP itinerary that follows the gruelling Tour de France cycling tour in Jul.

The trip operates between 08-16 Jul and gives guests prime access to the pro riders, the podium and the chance to cycle the route on select days.

It's priced from €3,560 ppts (AU\$5,125) - discoverfrance.com.



#### PASSENGER SALES AGENT

World Aviation Systems, the leading specialist airline General Sales Agent in Australia is seeking an experienced passenger sales agent for our Perth office.

The following skills and attributes are essential:

- Multi GDS experience.
- International fares and ticketing experience
- Excellent phone manner
- Commitment to customer service excellence
- Ability to problem solve & work under pressure
- Excellent verbal and written communication skills

Interested applicants should forward their resume, with a cover letter, by 20 May 2010 to : leigh.cathcart@worldaviation.com.au

Only successful applicants will be contacted.

#### **JAL dropping Bali?**

JAPAN Airlines has blanked out seat inventory on services from Tokyo Narita to Denpasar (Bali) from 01 Oct, according to travel agent GDSs, signalling that the carrier may be looking to suspend the route.



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## Getting an Eiffel of Paris



### OS now an expert

**AUSTRIAN** Airlines has jumped onboard up with Lufthansa and SWISS Airlines to promote its fares and news through the experts platform in Australia from today.

See www.lufthansaexperts.com.

### AC lifts YQ levy

AIR Canada will increase its int'l non-commissionable 'YQ' fuel surcharge on all travel to Canada and the USA to \$CAD125 per direction, effective tomorrow.

The revised levy is applicable to all passengers accept infants.

ABOVE: Travel2, Rail Tickets and Air Austral recently hosted 10 Harvey World Travel consultants on a seven night familiarisation in Paris, Lyon and Nice.

Pictured beneath a very sparkly Eiffel Tower in Paris from left are: Alyssa Teague, HWT Toronto; Lisa loakimidis, HWT Eltham: Kymberley Cook, HWT Camperdown: Monique Quail. HWT Mornington; Kate Luscombe, HWT Frankston; Lauren Smith, HWT franchise support; Susan Yabsley, HWT Glenelg; Joanne Ravenscroft, Travel2; and Bronya McKinney, HWT Salamander Bay.

Chief Minister's Department Australian Capital Tourism **Events** 

**Program Coordinator** 

Tourism and Events Officer Class 5 (ASO5) Salary Range: \$59,800-\$63,409 (PN: 42448)

Australian Capital Tourism, seeks a highly competent candidate to source and co-ordinate a range of quality entertainment and activity programs to stimulate visitation at events and launches. The successful candidate will have a demonstrated understanding and experience in programming for events.

Eligibility/Other Requirements: Ability to work flexible hours in the lead up and during events and current driver's

Note: This is a temporary position available until April 2011.

Contact Officer: Helen Curzon (02) 6207 2880

helen.curzon@act.gov.au

Applications Close: 29 April 2010

Selection documentation and mandatory application cover sheet may be downloaded from http://

www.jobs.act.gov.au/ Applications can be sent via email

to: jobs@act.gov.au

Canberra, a great place for a fresh start, visit www.liveincanberra.com.au and www.act.gov.au today!



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#### Vietnam by bicycle

PASSENGERS booking on the 10 May or 18 Jun 15-day 'Cycle Through Vietnam' itinerary with Adventure World can save now \$100pp, with the trip priced from \$2,042 per per twin share.

See adventureworld.com.au.

## situation



ABOVE: Air Canada helped celebrate the Winter sport of curling, holding a function for a group of Melbourne agents at the new Icehouse winter sport venue in the city recently.

Curling instructors were on hand to let agents experience the art of curling whilst highlighting the AC's non-stop direct service between Sydney- Vancouver.

#### From \$3,499 per person ex SYD / MEL / BNE

#### Includes:

- · A confirmed seat at the canonisation in St. Peter's Square on 17 October
- Return airfares including taxes
- 5 night's accommodation
- Breakfast
- 2 half day tours
- Mass at Mary's favourite church in Rome
- ...and more!

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Pictured above practicing the art of curling *from left* are: Kate Sultana, American Express; Chelsea Stanley, Travelscene Southbank; Abbey Reeves, Travelscene Southbank and Robert Guillaume, Jetset Brandon Park.

#### Aloha Down Under

**HAWAII** Tourism will host its 2010 Aloha Down Under road show next month, with events planned for Brisbane (04 May), the Gold Coast and Sydney (05 May) and in Melbourne (06 May) - to register go to alohadownunder.com.au.

### FIFA Cup tour deal

**SPORTSNET** Holidays is slashing \$3,000 off the normal price of its 14-night FIFA World Cup group tour to South Africa for travel industry staff, now available for just \$6,989pp twin share.

The package includes five-nights in both Durban and Pretoria, four nights in Kruger NP, airfares with Malaysia Airlines (ex SYD/MEL), and the all important tickets to the Socceroo's matches against Ghana, Germany and Serbia.

Contact 1300 888 858.

#### flyDubai expanding

LOW cost Middle Eastern airline flyDubai has announced it will up its network of destinations to 15 cities, with services to Assiut in Egypt and Istanbul in Turkey, to launch effective 24 May 2010.

#### **DL ditch PDX/HNL**

**DELTA** Air Lines has cancelled another relatively new route to Hawaii, with its daily Portland Oregon (PDX)-Honolulu service being pulled effective 31 Aug.

Last week Delta dropped its San Diego-Honolulu route (TD Thu).

MEANWHILE, Delta Air Lines has applied to the US Department of Transportation seeking to launch a direct link between Detroit and Sao Paulo, Brazil, from 04 Nov.

FURTHER, American Airlines has applied to operate daily services between New York JFK and Rio de Janeiro year-round from 01 Oct, as well as a four weekly service from Miami to Brasilia, Brazil.

## HAMILTON ISLAND

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If you feel you meet the above criteria, are looking for a new opportunity and would like to grow your career with a Tourism Leader, then this is the job for you! Apply now by going to our careers website-www.hamiltonisland.com.au/jobs

#### 32 Reasonz winner

**CONGRATULATIONS** to Merilyn Porter of Harvey World Travel Sylvania who has been named as the winner of the recent Grand Pacific Tours 32 Reasonz agent promotion.

The campaign called for agents to provide the best reason as to why their parents should win a place on GPT's '19 Day Grand New Zealand Tour', in 32 words or less.

Merilyn's winning entry, as voted by GPT, was - The ultimate Grand adventure before Dementia, 32 ways to explore in 19 days. Take my parents away and make every day a happy day, with luxury touring at a relaxed place.

Merilyn is pictured below left with GPT's business development







\*RETURN AIRFARES - FIRST CLASS HOTELS - TOURS -ENGLISH SPEAKING GUIDE - MOST MEALS - TRAVEL KIT -EXPO PASS - CHINA VISA - TAXES & FUEL SURCHARGES.







www.helenwongstours.com Helen Wong's Tours 1300 788 328

#### iPads stay packed

**THE US Transportation Safety** Admininstration has confirmed that Apple's funky new iPad gadget will not need to be removed from carry-on baggage by passengers passing through security checkpoints.



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

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
- Sky Walk pass for two people Late checkout to midday

See Fraser Suites Sydney at:





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.

Lindy McMillen of Philippine Airlines secret spot is Bilpin -

"On a sunny day it is a gorgeous drive up the mountains to Bilpin. The apple picking is in season at the moment. It keeps the kids entertained and they learn apples don't come from Supermarkets... they are actually grown on trees! On the way home, stop at the Cider Apple restaurant for the best gourment pizzas and watch the motorbikes and cars cruising'

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

CLICK HERE FOR TERMS & CONDITIONS

### **Amadeus growth**

AMADEUS says it achieved a 33% Asia Pacific market share of travel agency air bookings in 2009, "cementing its leading position in the region".

The company said it grew in Australia, Hong Kong, Indonesia and Malaysia and increased staff in the region by 15% to more than 1400 employees.

Amadeus Asia Pacific also processed more than half of the bookings from online travel agencies, with a 51% share.

The company also grew strongly in the Middle East and Africa, with a market share close to 45%.

### NZ CO codeshare

AIR New Zealand and Continental Airlines have kicked off a reciprocal codeshare pact under which the NZ code will be placed on more than 540 flights per week to and from CO's hubs in Houston, New York and Cleveland connecting to Air NZ services to and from LAX and SFO to Auckland.

Continental will code share on the NZ Pacific flights, including those via Rarotonga, Apia and Tonga as well as all Auckland trans-Tasman and domestic NZ services, and also between Auckland and Hong Kong.

## Goofing around in HKG



ABOVE: The yummy mummies from last week's Hong Kong Tourism Board family familiarisation caught up with Goofy during a character breakfast at the Enchanted Garden restaurant at the Hong Kong Disneyland Hotel.

Pictured above from left: Vivian Browning, Flight Centre Murray Bridge SA; Jodie Quick, Meridian Travel Vic; Simone Chan, HKTB host; Goofy; Kylie Fidler, Trans World Travel Vic; Stacey Daley, Andrew Jones Travel Tas; Donna

Sheather, Jetset Chatswood; and Elizabeth Drysdale, Elite Travel NSW.

The group then headed off for a full day at Hong Kong Disneyland hosted by king of the kids Sean Harrigan, with lots of

shows, rides and happy memories.

On the last day of the trip the famil took the Ngong Ping 360 cable car to see a traditional village and Hong Kong's giant Buddha statue before wrapping up the trip with last minute shopping at the Citygate outlet centre near the airport.

Tired but very happy children and parents arrived back early on Sunday morning after the Virgin Atlantic flight.

To see more photos from the trip click here.



Sheather from Jetset chauffer-driven around Disneyland's Autopia track by son Owen.

LEFT: Disney's fabulous fireworks - the end of a perfect day.



#### SENIOR LEISURE CONSULTANT

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National Seniors Travel, a multi-award winning agency in BRISBANE CBD, is looking for an experienced senior leisure consultant to work in their busy office. If you are a highly motivated travel consultant with at least 5 years experience and are looking to join a team of professionals, send your cover letter and resume to Andre Lekas at a.lekas@nationalseniors.com.au



ABOVE: New Horizons Holidays, in conjunction with Emirates, Arabian Adventures and Oman Tourism, took this group of top achieving agents to the Middle East recently, including a visit to Oman which is the wholesaler's latest destination in the Arabian Peninsula portfolio.

Highlights of the trip included a beach party at Atlantis, The Palm, sailing on the Gulf of Oman in the luxury *SY Azzura* and air conditioned camping in the desert complete with champagne.

Pictured back row from left:

Jaime Hipwell, Flight Centre Livingston; Mel Langdon, Emirates; Mike McGrath, Travel Associates; Gary Hilt, New Horizons Holidays; Brad Schell, Jetset Joondalup.

Front row: Michelle Triscari, Jetset Woodvale; Natasha Brouwer, Best Flights; Mona Tannous, Oman Tourism; Arabian Adventures guide; Joanne Brown, Jetset Spearwood; Ronnie Malthouse, Jetset Midland; Joe Magnus, Flight Centre Armadale; and Walter Andrews, Sorrento Travel and Cruise.

# Account Manager: Academic & Corporate Travel



STA Travel the multi award-winning, global leader in travel solutions for youth and adventure travel in partnership with TravelEdge is on the hunt for our next genius Account Manager!

Reporting to the STA Travel Director of Sales and the TravelEdge National Account Director, the Account Manager will take responsibility for growing the profitability and portfolio of current academic accounts and corporate business.

#### The Account Manager will be responsible for:

- Providing high level account management with a constant emphasis on growth through the identification and generation of new business and retention of current business.
- Maintain and foster current client relations with a focus on 100% retention.
- Project Management of strategies and processes developed by the advisory board.
- Ensure operational excellence in compliance by communicating essential information to involved parties.
- Reporting and review of costs, trends and monetary performance.

## Interested? We would love to tell you more but first there are a few expectations we have of you:

- 5 years proven track record in corporate account management
- Driven and commercially astute
- Highly developed presentation and negotiation skills
- Personable and quick to form relationships
- Advanced reporting and analytical skills
- Travel industry experience highly regarded

To apply for this fantastic opportunity, send a covering letter detailing your experience in account management and business development, along with an updated CV to

careers@statravel.com.au by 5pm Monday 19th April 2010.

Only successful candidates will be contacted.



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



#### Sealink Travel Group - Kangaroo Island, Adelaide & Beyond

These new brochures marks a new approach for SeaLink, designed with the travel agent in mind. The call to action urges customers to contact their travel agent, while trade-only phone numbers are listed rather than the company's consumer phone contact. The Kangaroo Island brochure is under the Kangaroo Island SeaLink Brand and includes new fligh options for the KI Platinum Tour as well as revised pricing and more activities for the KI Adventure Tour.



The Adelaide & Beyond brochure, under the TravelLink wholesale brand, includes new Adelaide Panda Tours, new trips to the Barossa and Flinders Ranges in conjunction with Pinnacle Tours, and an extended two hour cruise time on the Murray River tour. SeaLink also has a special new trade website at www.sealink.biz.

#### APT - Europe River Cruising 2011

APT is offering 64 Magnificent Europe departures during next years March-December European river cruising season. Vessels include the new *ms Amabella* and *ms Amaverde*, with APT saying the majority of suite inventory on these trips will have the new exclusive twin balcony suites. Cruises range from 15-21 days with a choice of 12 suite styles - more info 1300 278 278.





#### Dragon Bus - China

This four page brochure showcases Dragon Bus as the first and only Independent Travel Network in China. Offering tour options for Independent Travel, Beijing to Shanghai, Xian, Nothern Pass, Eastern Pass and Hop on and Off sector travel. The website boasts that Dragon Bus is 'your pass to explore Real China'. See dragonbuschina.com.

Inca Tours - Africa, Egypt and Middle East
This 60 page brochure details many of the tried
and tested Africa tours and safaris that have been
the most popular. It features flexible semi-private
"Tailor-made tours" and small group tours and a
range of 3, 4 or 5 star accom.

For more infomation or to request a brochure call 1800 024 955 or visit incatours.net.





World Drive Holidays - Drive USA and Canada World Drive Holidays has released it Drive USA and Canada 2010/11 brochure featuring the best car rental prices with Avis and Hertz, along with luxury Motorhomes with Apollo. Car rental prices start from just \$42 per day in California and \$40 per day in Florida (weekly rates). For more information or bookings call 1300 653 270 or visit worlddriveholidays.com.au.

Sunlover Holidays - Hot Deals to Cool Places Sunlover Holidays and Parker Travel Collection have released this new 16-page brochure, which focuses on holidays packages and pay/stay deals. With an emphasis on Tropical North Queensland, the packages include a range of value-adds such as free entry to Kuranda Koala Gardens and over \$200 in discount youchers - see www.tray.com.au.







### HELP US WIN AT THE 2010 NTIA AWARDS. VOTE AA NUMBER ONE IN CATEGORY 22!

## \*\* EXCLUSIVE TO AA \*\* GENERAL MANAGER x 2 SYDNEY – SALARY PACKAGES to \$200K++

Drive the operational effectiveness and profitability of these high profile travel businesses. You're an effective leader, commercially astute with strong financial management skills and a proven background in multi-faceted general management positions across the wholesale and/or retail travel sectors. The ability to influence and manage key stakeholder relationships plus provide an innovative approach is essential.

## PROWL THE HALLS OF POWER CORPORATE SALES MANAGER CANBERRA – SALARY PACKAGE OTE \$ 120K+

Here's a giant opportunity with an industry leader. If you can drive sales in the mid-market corporate sector and have proven abilities in new business acquisition this opportunity is available NOW. You must be able to articulate your hunger, your process and your success in business development and be a professional, friendly individual who enjoys creating new relationships. An autonomous role for a go-getter.

## CORPORATE SALES – HOT BRAND, HUGE REWARDS CORPORATE BUSINESS DEVELOPMENT MANAGER SYDNEY & PERTH – SALARY PACKAGE OTE \$100K+

Can you articulate your success and passion for sales and quantify your achievements in winning new business? If you're a talented, fearless, energetic and self-motivated BDM this world renowned agency will support you with leading products & services and a team of people that will ensure your success. Its easy selling with a great name behind you, and you'll be rewarded with a top salary & incentives.

## SALES & PRODUCT CONTRACTING HOTEL ACCOUNT MANAGER SYDNEY – SALARY PACKAGE TO \$70K

This exciting role is available now for someone with both sales and contracting experience. You'll have experience in building partnerships across NSW (regional travel required) and negotiating with hotels to grow the business and increase revenue. If you're a flexible and reliable person who can work both autonomously and within a team this is your chance to join a growing international Online company.

#### ONE OF THE BIGGEST BRANDS IN THE BUSINESS TRADE MARKETING MANAGER SYDNEY – SALARY PACKAGE TO \$85K

Calling all B2B marketing professionals in the travel industry – take this high profile role managing co-op advertising and new trade initiatives, overseeing the effective marketing of Trade Loyalty programs, trade website maintenance and collateral production. You'll be a strong leader with previous management experience. Work with a great team and with wonderful international product, plus earn a great salary!

#### INSPIRE GREAT CUSTOMER SERVICE

## TRAINING MANAGER SYDNEY – SALARY PACKAGE TO \$130K ote

If you share this clients' passion for exemplary customer service which matches their luxurious product, your Training skills can be applied to this Senior management position. You will be focusing on the Contact Centre and broader customer service areas of the business and utilizing both your innovative design and facilitation skills. Formal qualifications in Training and experience in call centres definitely required.

## MANAGE AND TAKE CHARGE CUSTOMER SERVICE / CONTACT CENTRE MANAGER MELBOURNE – SALARY PKG OTE \$100K

Managing a group of around 10 staff you will be responsible for ensuring daily KPIs are met with respect to call/email volume and customer satisfaction. You will be able to develop and grow the quality of the contact area so that the company becomes a market leader. As a strong leader you'll implement change and ensure staff are equipped with all necessary technologies and tools. Call centre experience preferred.

## CRUISE-A-HOLICS TAKE NOTICE SALES MANAGER

#### SYDNEY - SALARY PACKAGE TO 70K + CAR

Work in the most dynamic sector of the travel industry and with luxury product that will tantalize the senses and stimulate your career. You'll need good knowledge of international cruise product and proven experience in on-the-road sales, managing a budget and running incentives. The ability to frequently travel and manage key relationships with a portfolio of clients is essential. High profile industry role!

#### **CONTACT YOUR DEDICATED EXECUTIVE RECRUITMENT TEAM**

Adriana D'Angelis NATIONAL Ph: 02 9231 1299

Kate Dalrymple QLD & NT Ph: 07 3229 9600 Linda Green NSW & ACT Ph: 02 9231 2825 Kathryn Hebenton VIC, SA, WA Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR NEW LOOK WEBSITE @ www.aaappointments.com



## Ten days of unsurpassed luxury...

You could be one of 14 people selected from Australia and New Zealand to take part in a luxury Oman Tourism famil this October.

Together with exclusive airline partner Emirates Airlines, Oman Tourism invites you to participate in our 2010 incentive challenge. Firstly, you'll need to complete the Oman online training academy (yourworkshops.com.au). Then, simply secure two or more land bookings via our participating wholesalers – with flights to Oman via Emirates Airlines – and you'll be in the draw to win a trip exploring Oman in luxurious style for ten days and nine nights.

See the Conditions of Entry below for more details on how you could win this amazing adventure. For more information on the incentive contact Oman Tourism on info@tourismoman.com.au





















#### Sultanate of Oman Tourism Level 6, 117 York Street, Sydney NSW 2000

PO Box Q1348, Sydney NSW 1230 Tel: Aus: +(61) 2 9286 8930 NZ: +(64) 9977 2222

## Conditions of Entry

- Agents must sell a minimum of 2 separate bookings to Oman with Emirates Airlines –
  including a minimum of 2 night's accommodation in Oman through the wholesalers
  featured above. These wholesalers all participated in our Oman 2010 Roadshows
- Bookings must be deposited
- Agents who purchase land product only from wholesalers must provide the EK PNR number to the wholesaler at time of booking to qualify
- Agents who sell additional packages receive an additional point for entry
- Prize is awarded to the specific agent (not store)
- Completion of the Oman online training academy is also required to qualify
- Incentive will run from 1 April 15 July 2010.
- Prizes per state will be awarded as follows:
   2 x WA | 2 x SA | 2 x QLD | 2 x VIC | 2 x NSW | 1x ACT | 1 x TAS | 2 x NZ
- Famil will take place in October 2010Prize is non transferrable and Oman Tourism reserves the final right to include agents
- Airline taxes will be responsibility of the winners



OMON Ministry of Tourism