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Travel Daily AU

First with the news

Thu 22 Apr 10 Page 1

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

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Rudd backs industry

PRIME Minister Kevin Rudd made a surprise appearance this morning at the ATEC Symposium in Hobart, having been accosted on the street by a delegate last night and invited to make a speech to the conference.

He assured attendees that tourism, as the country's third biggest export industry is of "central importance" to the govt.

\$4m China tourism boost

FEDERAL Tourism Minister Martin Ferguson this morning announced \$4m in extra funding over four years to extend the China Approved Destination Status Scheme for Australian tourism operators.

Speaking at the ATEC Symposium in Hobart, Ferguson said that "ongoing improvement in the quality of services provided to Chinese tourists has the potential to increase significantly the number of Chinese leisure tour visitors to Australia".

China is already Australia's second biggest tourism market based on visitor nights, with the Chinese market expected to be worth \$5.5 billion by 2017.

He said the ADS investment would support marketing in China, modification of the ADS Code of Business Standards and Ethics, and monitoring of ADS agents to ensure compliance.

"Since its introduction in 1999 the Scheme has been very successful in removing and keeping out rogue operators in the Chinese inbound tourism sector," Ferguson added.

He also confirmed that this week's volcanic ash crisis in Europe had seen the govt activate the National Tourism Incident Response Plan and said that with the impact of such unplanned issues "we need to continue to diversify our product offer to appeal to long and short haul markets and domestic tourism across a range of sectors".

Ferguson said tourism ministers from across Australia would meet later this month to discuss the Long Term Tourism Strategy, with top priorities including a national accreditation framework.

Scholarship flyer

THE 2010 Avis Travel Agent Scholarship of Excellence (TD yesterday) is offering a total value of over \$40K in prizes - see pg 11.

Eight pages of news

TD today has 8 pages of news and photos, plus full pages from:

- TMS Asia Pacific
- AA Appointments
- Avis scholarship

Dollar set to dive

CHRIS Richardson from Access Economics this morning said he expects the Australian dollar to slide to below US60c - but not for the next year or so.

Speaking at the ATEC Symposium in Hobart he also said that economic fundamentals mean that airfares "must rise" as the global aviation industry consolidates.

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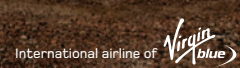
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4200 entries already

MORE than 4200 people have uploaded photos and descriptions of their favourite places in Australia in the first phase of Tourism Australia's new 'There's Nothing Like Australia' campaign.

The competition is open for entries until 12 May, with TA selecting a shortlist of up to 100 entries from each State and Territory by 10 Jun.

The entries will also feed into Tourism Australia's new global marketing campaign to roll out later this year, said Tourism Minister Martin Ferguson today.

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Joyce reassures travellers

QANTAS is working to secure extra aircraft landing slots at London Heathrow and Frankfurt in a bid to lift stranded and delayed passengers at airports in Asia due to the six day shutdown of European airspace this week.

Speaking at a media conference yesterday afternoon in Sydney QF ceo Alan Joyce said the carrier had "full confidence" it would return to its regular operating schedule today, after reinstating services to Europe (TD breaking news yesterday).

"We're very pleased for our customers, and it's good news for Qantas too," he said.

Joyce said that priority would be given to pax with bookings for current flights, while those passengers who are backlogged will be offered any vacant seats.

Speaking with *Travel Daily*, Joyce said it was likely to take about three weeks to clear the backlog, but he didn't rule out deploying some of its Airbus A380 aircraft from trans-Tasman services to European routes in order to boost capacity.

The delays are expected to have cost Qantas about \$1.5-\$2m per day, according to Joyce, \$700K of which was spent on accom, meals and phonecalls for about 2,000 pax stuck in Asia.

"Customer care was our top priority and we've spent huge amounts of cash to cater for our passengers," he said.

"Qantas has shown great generosity and given huge flexibility for affected passengers, because it was the right thing to do.

"A lot of other airlines have copied what Qantas has done, ... we're the leader."

The Qantas boss assured that flights would not pass through ash corridors, saying, "we're absolutely comfortable our operation will be 100% safe.

"We'd rather be conservative on flight operations, opposed to aggressive," he said, referring to some airlines which were "pushing the boundaries" to get their jets airborne again.

He also said QF would not bump up the price of available seats to Europe during the recovery period, saying airfares will be at "their normal revenue managed prices that are expected at this time of year."

Joyce also spoke with *Travel Daily TV* about the European volcano crisis this week - to see the video click below or go to

www.traveldaily.com.au.

[Click for Alan Joyce](#)

Qantas is proud to support the AFTA National Travel Industry Awards

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QANTAS

Window Seat

A STARTUP carrier in the USA called Family Airlines must really like the new Hollywood blockbuster *Avatar* because it's just filed an application to change its name to Avatar Airlines.

Family Airlines hasn't yet left the ground, but plans to offer non-stop economy class flights between the US and Hawaii using a 747-400 jam packed with a whopping 581 seats.

An internet blog discussing the name change suggested that if *Avatar* doesn't work out, they could try 'How To Train Your Dragon Air'.

THOSE terrorists certainly start young - at least according to the US Transportation Security Administration.

A US family was last week flabbergasted to discover that their six-year-old daughter is on the "no-fly" list used by the TSA.

The girl's dad, Peter Mosher, said he discovered the error when he was trying to print out boarding passes for his family after checking in online - with the United Airlines system refusing to print one for infant school student Alison.

He said UA told him she had been "flagged by TSA security" - probably because she didn't have a frequent flyer number.

ONE of our loyal *Travel Daily* readers has pointed out a website which provides a fascinating real-time insight into global aviation system.

Robyn Lawley from WOW! Travel in Melbourne said looking at www.fliht radar24.com over the last few days has shown the start of European skies returning to normal, with the site using aircraft transponder data to show where planes are in real time.

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Travel Daily AU
First with the news
on location at the ATEC Symposium

Today's issue of TD is coming to you from Hobart courtesy of the Australian Tourism Export Council, which is this week holding its 2010 Symposium here.

THE ATEC Symposium is the annual gathering of Australia's inbound tourism industry, and this year is being held in Tasmania as it emerges as one of Australia's international tourism hot spots.

More than 450 delegates are in Hobart for the event, including tour operators, hoteliers, airlines and other industry suppliers, making plans for the coming year - with the 2010 theme 'Becoming More Dynamic' all about looking to the future of the \$26b export industry.

Last night delegates were treated to an amazing night at the Moorilla Estate winery on the Derwent River which is currently undergoing development to create MONA - the Museum of Old and New Art which will become the largest privately owned museum in the Southern Hemisphere when it's completed.

MONA is part of a renaissance in Tasmanian tourism product and is set to make Hobart a magnet for cultural tourism in the region.

Jetstar to fly Taiwan to Japan

JETSTAR has today announced the 05 Jul launch of flights between Taipei and Osaka, with the move flagged at the ATEC Symposium in Melbourne by JQ head of sales Rainer Bauer.

The services will be operated by Jetstar Asia and it's the first Jetstar route which isn't from one of its existing bases in Australia, New Zealand, Singapore or Vietnam.

Jetstar Asia has been operating daily flights between Singapore and Taipei since 2004 and the new route marks a significant expansion of Jetstar's vaunted "Pan Asian Strategy".

Spokesman for Jetstar, Simon Westaway told *Travel Daily* this morning the daily A320 return services would "further consolidate Jetstar as the largest low fares carrier servicing the Japan market".

He said the Taipei-Osaka services would also allow for convenient connectivity into Australia via Osaka on Jetstar's daily flights to the Gold Coast and 4 weekly Cairns services.

Taiwan was last year Australia's second fastest growing tourism market, with 96200 visitors.

Virgin launches mobile check-in

VIRGIN Blue has announced the launch today of a mobile check-in facility for customers on domestic flights, as flagged by *TD* earlier this month (*TD* 13 Apr).

The initial phase of the 'Check-Mate' facility allows pax to make flight bookings, changes, seat allocation and cancel services for flights departing Sydney, Brisbane and Melbourne using a hand-held mobile device.

DJ chief executive Brett Godfrey said: "We are excited to be the first airline in the country to be offering a full suite of mobile options, in particular the ability for people to actually make a flight booking, check themselves in on their way to the airport and then go straight to boarding."

Guests using Check-Mate will be send a scannable two-dimensional barcode that features information like flight number, boarding time, seat number and arrival destination.

Godfrey said the move "heralds the beginning of a new and dynamic era for travellers who rightly demand sophisticated and advanced means of going about their business and leisure travel."

In time, Virgin plans to roll out the 'Check-Mate' function so it can be used at airports across Australasia.

See mobile.virginblue.com.au.

Rovos derailment

SOUTH Africa's popular tourist locomotive, Rovos Rail crashed outside Cape Town yesterday as it neared the end of its journey with 55 passengers on board.

The incident saw 17 carriages crash off the line, resulting in the death of three passengers and injuring up to another 25 others.

Rewards response

WORLD Rewards says its seen an unprecedented increase in sign up requests due to its latest 'Bigger is Better' membership drive.

New and existing members are being offered the chance to earn bonus points with 250 points for signing up, an opportunity to have points backdated to the beginning of 2010 and 400 points when you refer a friend online by 30 Apr to www.worldrewards.com.au/win.

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Avis Scholarship/SCU pact



Gatwick easyBus

LONDON'S easyBus has rolled out a new 24 hour transfer service operating from Gatwick Airport to Earl's Court/West Brompton.

The non-stop service operates every 15 minutes and takes just over one hour point to point, and is priced from £2 one way.

For additional information visit www.easyBus.co.uk.

ABOVE: The lucky winner in the 2010 Avis Travel Agent Scholarship of Excellence will this year win \$10,000 worth of tuition at Southern Cross University's School of Tourism and Hospitality Management (*TD* yesterday), on top of some other great prizes.

Now in its 14th year, the scholarship yesterday opened to travel agents who believe they provide their clients with superior service, regardless of experience.

Pictured *from left* are, George Proos, Avis Australia vp and managing director; Russell Butler, Avis Travel Industry manager; and Professor John Jenkins, head of Southern Cross University's (SCU) School of Tourism and Hospitality Management in Lismore.

Enrol at avisscholarship.com.

Spa added to Sands

MARINA Bay Sands has added the Banyan Tree brand to its portfolio, with the new Banyan Tree Spa set to open in Singapore in the near future.



Getaway tonight

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

- Queenstown, New Zealand
- Adelaide nightlife
- Port Stephens dolphin swim
- Dubai Palm, UAE
- *Oasis of the Seas*, Florida to the Caribbean
- NSW's Snowy Mountains
- New Norcia, Western Australia

Next 787 stage

THE US Federal Aviation Administration has certified Boeing's fledgling 787 *Dreamliner* for the next stage of testing, which allows the planes to carry personnel and collect additional certification data.

Boeing said the expansion of the FAA authorisation followed its demonstration of the "readiness of the airplane throughout a variety of speeds, altitudes and configurations," after about 500 hours of test flying.

Boeing's gm of the 787 program, Scott Fancher confirmed that the manufacturer remains on track to deliver the first airplane to Japanese carrier ANA this year.

MEANWHILE, Delta Air Lines' chief executive officer has hinted that the US-based carrier may be reassessing its order of 18x 787s it inherited when it took over Northwest Airlines two years ago.

Richard Anderson said Delta had "been in negotiations with Boeing to figure out what's going to happen with those positions."

DL has, for now, extended leases on its fleet of 747-400 aircraft and upgraded seating in those jets, which Anderson believes will add another five years to their life.

When Northwest originally made its order for 18 firm and 50 option *Dreamliners* in May 2005, it had expected to have six of them operating in the skies each year from Aug 2008.

One night free deal

MURI Beach Club Hotel in the Cook Islands is offering one night free on a five night package, plus 50% off all meals and access to the exclusive Muri Beach Club Lounge on arrival at the resort.

Bookings need to be made by 30 Jun for travel before 29 Oct - info@muribeachclubhotel.com.

Cirque du Jacko

THE music of the late 'King of Pop' Michael Jackson will be used in a new Cirque du Soleil touring arena show to debut in the US next year.

The Jackson estate also penned a deal with MGM Mirage for a new Jackson-Cirque du Soleil show at one of its Las Vegas based properties, to launch in 2012.

MEANWHILE, MGM Mirage has proposed to shareholders to rebrand as MGM Resorts International as early as 15 Jun.

MGM operates a collection of 15 casino and non-casino properties in the US, Macau, China, India and the United Arab Emirates

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QFFF points on points flights

QANTAS has revamped its frequent flyer program to now offer the earning of points and status credits on airfares redeemed under its 'Any Seat' awards scheme.

Points are earned when travelling on eligible Any Seat Award flights with Qantas, Jetstar and selected airline partners.

The revamp also allows travelers to use points to upgrade on Any Seat Award flights, with the carrier also saying that a wider range of Any Seat Awards are now refundable on QF international flights and QF and Jetstar domestic and international services.

MEANWHILE Qantas has also

launched a new 'Price Promise' for bookings made online at qantas.com, guaranteeing to beat prices on hotels, cars, activities or transfer bookings.

If a customer makes a booking and then finds a "lower publicly available rate on any Australian registered website for fully comparable product" the carrier will refund the price difference and give QFFF members an extra 1000 points.

The Price Promise applies to hotel bookings made before 30 Jun but for activities, cars and transfers appears to be unlimited, with claimants told to submit a screenshot from the competitor's website to activate the deal

Regent brand sold

A TAIWAN-BASED company has announced the acquisition of the Regent hotels business, including the global Regent brand and all associated intellectual property, the hotel management and lease contracts for properties in operation and under development, as well as the Regent Seven Seas Cruises license.

Carlson Hotels currently operates the brand, which is covered by a separate master franchise agreement which allows The Rezidor Hotel Group to use it in Europe, the Middle East and Africa.

Carlson and Rezidor are selling the Regent Brand to Formosa International Hotels Corporation, which is the original owner of the Grand Formosa Regent Taipei.

FIHC said it plans to "build Regent into the most admired luxury hotel brand in the world".

CO Marshall boost

CONTINENTAL Airlines has announced an expansion of its services to the remote Marshall Islands, with year-round weekly services from Hawaii boosting the current seasonal flights.

From 05 Jun the services will operate each Sat night from Honolulu to the Marshall Islands capital Majuro, before continuing onto Guam in Micronesia.

CO said the new service will offer better connections for passengers flying from Japan to Guam and then onto Majuro, Honolulu and the US mainland.

Skywest chiefs sell

WA-BASED carrier Skywest today announced that its managing director Jeff Chatfield has sold 1.6 million shares in the company, valued at about \$500K.

Director John Jost has also sold 400,000 shares, with both divestments via ASX trades.

Chatfield retains 32.1 million shares, while Jost still has a shareholding of 3.8 million shares in the airline.

Tanna stay pay

FRIENDLY Bungalows in Tanna on Vanuatu has released a 'Stay 3, Pay 2' super special that includes a free 30 minute beach massage per room booked.

The promo is on sale until 31 May and valid for travel from now until 31 Oct, blackout dates apply.

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Lufthansa and Austrian Airlines' fares are now combinable!!!

Win 1 seat on the Austrian & Lufthansa's eXperts Academy family to OS Training Center Vienna, Lufthansa's legendary Seeheim and Munich in September. The prize is sponsored by Lufthansa and Austrian Airlines and includes all flights, accommodation, city tours and most meals.

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To enter the competition, all you have to do is send us a picture of your most creative 'Bier & Schnitzel' combination.

Send entries to: expertscomp@traveldaily.com.au



For some inspiration, staff from Lufthansa and Austrian Airlines tried their creativity and created their own 'Bier & Schnitzel' combination (picture above).



STAR ALLIANCE MEMBERS

Last ACT spaces

AUSTRALIAN Capital Tourism's Product Workshop being hosted on 06 May from 2-5pm at the Novotel Rockford Darling Harbour, still has a few remaining spots left for industry participants to attend.

Agents interested in attending the 10 minute workshop sessions with ACT suppliers can register their details with Elise at elise.bagnall@act.gov.au.



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E-mail: info@traveldaily.com.au

IATA: \$1.7B losses

THE International Air Transport Association has reported that \$1.7 billion has been lost in the last six days by airlines, due to the Icelandic volcano crisis.

The crisis, has eclipsed the 9/11 disaster, where the airspace was shut down for only three days, is said to have impacted up to 29% of global aviation and 1.2 million passengers a day.

"For an industry that lost \$9.4 billion last year and was forecast to lose a further \$2.8 billion in 2010, this crisis is devastating," said IATA's director general and ceo Giovanni Bisignani.

BKK hotels closing

BANGKOK'S Grand Hyatt and InterContinental hotels have closed their doors to guests due to the ongoing demonstrations by 'Red Shirt' protestors in the city streets, *ABCNews* has reported.

A number of other properties in Bangkok have said they will not be taking new reservations until at least next Mon.



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.

Cox and Kings Australia has appointed Ria Russell to the newly created role of brand manager, Tempo Holidays. Ria will be responsible for marketing the Tempo brand of products.

Daydream Island Resort and Spa in the Whitsundays has appointed Greg Betty to the newly created position of resort manager. He has worked in the Whitsunday's for the last four years, the past two of which were as the Island Activities and Entertainment Manager, and a key member of Daydream's executive committee.

Uniworld Boutiques River Cruises has appointed Peter French as sales manager, Western Australia. He brings 27 years travel and tourism industry to the position.

Tourism Holdings Limited has recently appointed Sharron Clark as its new brand manager in Melbourne for Britz Campervans and Car rentals. She will be responsible for marketing Britz in New Zealand and Australia to strengthen the brand.

TravelManagers has appointed Alison Hill as their new business partnership manager for the South and Western Australia areas, based in Perth. In her role, Hill will support the personal travel managers with their individual businesses.

W Hotels and Resorts has announced the appointment of Coetzer Deysel as general manager of the new W Retreat in Koh Samui.

Blue Lagoon Cruises' has announced the appointment of Travel Representation Services as its sales representative in Australia.

Seashells Hospitality Group in WA has appointed Michelle Taylor as business development manager. She will be responsible for managing corporate clients and sales for Seashells' five beachside properties in Western Australia.

Janelle Ramsey has been appointed as Business Development Manager of Queensland at APT. She has ten years travel industry experience and has moved from a prior BDM role with tour operator AAT Kings.

Shawn Low has been appointed Lonely Planet's new Travel Editor for the Asia Pacific region.

Insight Vacations has appointed Ivana Herceg to the position of groups coordinator to its NSW-based groups department branch.

Sydney-based Tropics Tourism & Marketing Services has been appointed as the Australian marketing representative office for the Solomon Islands Visitors Bureau.

Gold Coast Convention and Exhibition Centre has assigned Fusion Marketing to head up its representation in Victoria.

Jerome King has announced his departure from Scenic Tours as airline product manager after five years. King can be contacted by email at airlines@live.com.au.

Kurt Otto Wehinger has been appointed as the general manager of Marina Mandarin Singapore. He has 25 years of international experience in the hospitality industry.

Been-ied there, skied that!



ABOVE a group of NSW Flight Centre agents recently enjoyed a getaway to Whistler and Vancouver in Canada, courtesy of Air New Zealand.

The action packed itinerary saw them skiing, zip trekking and snow shoeing in Whistler as well as exploring the sights of Vancouver, including The Capilano Suspension bridge, The Vancouver Aquarium and a city walking tour.

Pictured enjoying some Apres after a fun day up Whistler mountain *from left*: Laura

Ritchie, Student Flights (SF) Newtown; Matthew Burris, Flight Centre (FC) Erina; Tanya Perrett, Flight Centre product manager; Maree Turner, Flight Centre First and Business Class & Honeymoon Specialists; Mark Johnson, FC Burwood; Kieran Loucks, Tourism Whistler; Andrew Green, FC Berry Sq; Kimberley Arnot, Whistler Blackcomb; Sonara Milbourne, FC Cronulla; Tony Burns, Air NZ; Kim Hood, Tourism Whistler, Ghazal Gholam-Hosseini, FC MLC; Evan Ford, SF Central.

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info@wildlifesafari.com.au



Flight Centre growth continues

FLIGHT Centre expects to open up to 100 new businesses during the course of the year, including a number of Flight Centre stores.

Speaking at an investor conference yesterday, chief financial officer Andrew Flannery confirmed that FC was continuing to see a strong performance, with sales volumes up 20% in some markets during the first half of the financial year.

He also confirmed that while airfares are still cheaper than normal, FC's yields are improving and the company's direct contracting model, commissions and fixed margin air contracts have all contributed to a 13.9% first half income margin.

Flight Centre's "shift to greater certainty in air margins" was working well, with the company's income typically including a combination of upfront commission and backend overrides.

Flannery said Flight Centre's US businesses were also continuing to improve as consumer confidence slowly rebounds, but warned that losses of up to \$7m were still

Tigers falling fares

TIGER Airways' has a launched an online 'Fares Keep on Falling' Autumn sale starting today, with all nineteen routes priced from less than \$100, and fifteen on sale for under \$50, on sale until 28 Apr.

For bookings tigerairways.com.

DL aircraft swap

DELTA Air Lines has switched its aircraft operating on the Atlanta-Los Angeles leg of Flight DL016/ DL017 (which connects onwards to Sydney) from a Boeing 777-200LR aircraft to a Boeing 767-300ER from 10 Jun, according to GDSs.

possible in the "challenging market" - compared to a \$60m loss in 2008/09.

He reiterated previous guidance of a full year pre-tax profit for Flight Centre of up to \$180m.

Kumuka fearless

KUMUKA is trying to alleviate the fears of its future passengers by implementing a guarantee for any booking made until Mar next year that if their tours are affected by the ash of the Iceland volcanos, they will provide a full refund to their passengers.

This guarantee applies to Kumuka's Central Europe and Mediterranean tours, but excludes Turkey and Greece tours.

UA US bargains

UNITED Airlines is offering fares from SYD/MEL to Los Angeles priced from \$799 plus taxes, or \$899 plus taxes to San Francisco, for travel between 18 Jul-09 Dec, when ticketed by 13 May.

Tasmanian minister

THE machinations following the recent election in Tasmania have seen incumbent tourism minister Michelle O'Byrne retain her portfolio in the new combined Labor/Greens government.

O'Byrne has also picked up the Health portfolio, meaning she's Australia's first ever Tourism and Health minister.

APT hosts JTG on Amadagio

APT hosted 12 travel agents and staff from Jetset Travelworld Group in QLD on a recent Europe River Cruise on board *ms Amadagio*, sailing from Nurremberg to Budapest.

Highlights included sailing on the Danube River as well as visiting beautiful cities and villages in Germany, Austria, Slovakia and Hungary.

Pictured on board, front row, *from left* are: Graham Werner, APT bdm QLD; Danny Roche, JTG state manager QLD; Caroline Cox, Diploma Travel; Sammy Pedley, TW Daisy Hill; and Tony Strong, TW Helensvale.

Second row: Tim Seiffert, Travelworld Burpengary; Rachel Bassett, RAC TW Devonport; Gigi

Korbel, TW Southport.
Third row, Karen Magee, JTG; Nina Marchioli, RACT Travelworld Kingston; Amy Hyde, APT marketing; and Colleen Cole, TW Elanora.
Back row, Nikki Johnson, Seniors Holiday Travel; and Delece Lewis, Jetset Gladstone.



BE A PART OF A GROWING TEAM SYSTEMS ADMINISTRATOR

MSC CRUISE, a dynamic cruise company has a newly created position for a **SYSTEMS ADMINISTRATOR**. This expanding cruise operation requires an experienced person with an understanding in the following:

- Taking over the responsibility for the IT infrastructure, including PC's, server, network equipment, telephone system and software applications.
- Monitoring and reporting on the status of the IT infrastructure
- Performing strong on-site technical support
- Reviewing the options for new equipment, making recommendations as required
- Creating and maintaining good technical documentation.
- Interacting and collaborating with Geneva head office

Desirable Qualifications:

The successful person will be degree qualified with 4+ years post qualification experience, have experience in Windows 2003/2008 server platforms with an emphasis on Active Directory. Show strong demonstration of solid knowledge of LAN/WAN configurations, including Cisco routers and switches, firewalls and wireless technology. Knowledge of windows scripting skills and set up and manage of database systems such as SQL. High attention to detail, strong organisational skills, ability to work independently, strong communication and problem solving skills and high motivation to achieve great outcomes for their internal customers. Salary Negotiable.

Send CV & covering letter to National Human Resources

Administrator: jessica.campbell@msc.com.au by 30th April 2010.

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Hurry, Registrations Close Friday!

Brisbane	Tue 04 May	5-9pm
Gold Coast	Wed 05 May	7-9am
Sydney	Wed 05 May	5-9pm
Melbourne	Thu 06 May	5-9pm

www.alohadownunder.com.au

Banging the tourism drum



ABOVE: Australian Tourism Export Council managing director Matt Hingerty is pictured at last night's ATEC Symposium social event at Hobart's Moorilla Estate Winery (see p3). The evening included a delightful destination showcase of Tasmanian food and wine, with some attendees kicking on into the small hours.

RIGHT: Also at the event: Chris Buckingham, Destination Melbourne; Jane Madden from the federal dept of Resources, Energy and Tourism; and AFTA ceo Jayson Westbury.



LEFT: Danielle Pagano from Travelocity with Aileen Cobern of Choice Hotels Australasia.



RIGHT: Judy Chen from the Hotel Grand Chancellor in Hobart with Michael Hall of Southern Travelnet/The Walshe Group in New Zealand.



ABOVE: Bronwyn Duggan, Surfers Paradise Marriott; Sandra Vella, Harbour Town Outlet Shopping Centre; Rebecca Maitland, Destinations of the World; and Katrina Barrionuevo, Sydney Harbour Marriott.

Definite tour dates

INSIGHT Vacations has today said that 80% of their 2010 escorted tour departures in the USA and Canada have now been allocated as Definite Departures.

"We attribute the renewed interest in the region to recent exchange rates, which are at the highest point against the American and Canadian Dollars in months, as well as the great value travelling with Insight Vacations provides," said national marketing manager, Maureen Van Metter.

There are still limited spaces available on some tours this year, with the seven-day 'Enchanting Canyonlands' trip priced from \$1,850 per person twin share.

Free BNE parking

BRISBANE Airport has announced it will refund any additional car parking charges incurred by passengers whose return travel was delayed by the shutdown of European aviation.

Signs in the terminal carparks will alert pax to call 1300 732 240 to relate how the events have delayed their return for a refund.

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.frasersuites.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.

Turiya Todhunter of Travelforce has sent us the following entry:

"Stumble across Chrysler Cafe, Sydney's best kept soup secret, and you will discover an incredible selection of soups available each day from two locations: Sydney Arcade Pitt St and Martin Place. The soup roster changes daily, yes you heard me - DAILY! Oh and wait it gets better, they update a 'soup roster' online so you can start to feel hunger pangs as soon as you sit down at your desk and whilst you're still digesting breakfast. Oh and wait, there is more! They really are clever people at Chrysler cafe, they even take away all the fuss and mess of transporting soup back to your office by providing unique containers that prevent spillage whilst still keeping your lunch nice and warm. AND you also receive a bread roll complimentary. All this for \$5!

So grab your wallet, have a peek on the website <http://www.chryslercafebar.com/siurp.htm> then head down to Chrysler Cafe next time you leave your lunch at home. You will not be disappointed. Chunky Vegetarian, Moroccan Lamb and Sweet Potato await you!"

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

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Voting opens now till 30 April, so don't delay!



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 Frape T: **02 9231 6444** E: sallym@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 Frape T: **02 9231 6444** E: sallym@tmsap.com or [apply online now!](#)

Business Development Executive – Melbourne

- **Salary \$65k to \$75k + super + bonus (OTE \$120k +)**
- **On the road visiting travel agents**
- **Global travel supplier**

You will be responsible for capturing new business and assisting in identifying new revenue opportunities. This position plays a key role in achieving annual revenue targets by generating sales leads, presenting to prospects, developing proposals and closing deals. This is a fantastic role for an experienced sales executive who is looking at joining a reputable Global Travel product. This person needs to have a high degree of commercial acumen and highly developed, proven business development skills.

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

Business Development Manager, SYD

- **CBD travel office**
- **Looking for a hunter**
- **Salary neg. depending experience**

You will be responsible for capturing new business and assisting in identifying new revenue opportunities. This position plays a key role in achieving annual revenue targets by generating sales leads, presenting to prospects, developing proposals and closing deals. This is a fantastic role for an experienced sales executive who is looking at joining a reputable Travel company. Excellent career opportunities along with a great remuneration package.

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!](#)

National Sales Executive, SYD or MEL

- **Leading Global Wholesaler**
- **Salary \$60k +**
- **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!](#)

State Sales Manager – WA/NSW/SA

- **Well known brand**
- **Salary package around \$90k ++**
- **Management of a small team**

This well known travel related company is looking for a switched on State Sales Manager to drive sales within their team. The successful candidate will be responsible for building and implementing sales strategies within the retail travel sector and identifying new business opportunities, as well as develop existing relationships with key partners. You will be an 'ideas' person who is able to visualise and execute.

Contact Sharon Moss T: **02 9231 6444** E: sharon@tmsap.com or [apply online now!](#)

Sales and Marketing Manager, SYD

- **Dream Role, Dream Product**
- **Manage Sales Department**
- **Build and maintain executive Relationships**

Working closely with the GM, you will monitor activity and drive profit through your outstanding leadership experience. You will be responsible for developing and implementing sales and marketing strategies to target FIT, Group and incentive markets. This is a truly unique role, which TMS are working on exclusively, if you think you are right for this role we look forward to hearing from you.

Contact Sharon Moss T: **02 9231 6444** E: sharon@tmsap.com or [apply online now!](#)

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

PARLA ITALIANO?

ITALIAN SPEAKING INBOUND TRAVEL CONSULTANT
SYDNEY CITY - SALARY PACKAGE \$38K + BENEFITS

Do you know & love Australia like the back of your hand? Our client requires an Inbound travel consultant to service their clients with quotes & bookings within Australia. You will be creating itineraries all over Australia for FIT travellers. You must speak fluent Italian and have at least 1-2 years travel industry experience with permanent residency. Combine your travel industry skills with your linguistic talents for this rare opportunity with an industry leader!

CORPORATE CONSULTANTS X 4

MULTI SKILLED CORPORATE CONSULTANTS
SYDNEY CITY – SALARY PACKAGE \$50K-60K ++

Are you sick of being treated like a number? Want to feel like you are a valued member of your current organization. We have positions available within one of the most sought after Corporate travel companies in Sydney NOW! You will have at least 2 years corporate consulting, have used a CRS system and have exceptional airfare knowledge. If you want to finally earn what you're worth you should send your resume to us today for a confidential interview.

SPECIALIST CONTRACT ROLE – MAY START

GROUP TRAVEL CONSULTANT – 7 MONTH CONTRACT
MELBOURNE (EAST) – SALARY PKG TO \$45K

An exciting opportunity exists for an experienced group travel consultant to secure this contract role beginning in May. Taking you through to Christmas, you will be working in this lovely boutique agency based in Melbourne's eastern suburbs dealing with high end group enquires. Experience within a similar role is essential, as are CRS skills and exceptional cruise knowledge. Monday to Friday hours only.

HIT THE SLOPES

TRAVEL CONSULTANT – SKI SPECIALIST
MELBOURNE (CITY FRINGE) – SALARY PKG \$45K - \$52K

Do you know all there is to know about skiing in Japan? Are you also able to turn that passion in to sales? If so, we have the perfect role for you! Our client prides themselves on their innovative approach and is on the search for an experienced travel consultant who shares their enthusiasm for selling ski packages across the world, particularly Japan! Enjoy going to work again – apply now!

YOUR SABRE SKILLS ARE IN HOT DEMAND

DOMESTIC CORPORATE CONSULTANT – 3 MTH CONTRACT
PERTH (INNER) – \$20 - \$22 PER HOUR + SUPER

This global travel management company is seeking several experienced domestic corporate consultants to assist on a major account. Working in a small and friendly team of consultants, you will be expected to work Monday to Friday business hours, provide a high level of customer service to all business travellers and present with a professional approach. Fantastic hourly rate on offer. Sabre skills essential.

HAVE YOU SAILED THE SEVEN SEAS?

TRAVEL CONSULTANT – CRUISE SPECIALIST
MELBOURNE (EAST) – SALARY PACKAGE to \$60k+

If you are an experienced travel consultant with outstanding cruise knowledge, do what the smart consultants are doing - move to this successful travel agency in Melbourne's East and reap the rewards! Uncapped earnings, vibrant team and a high level of cruise enquiries are just a few things you will enjoy about working here. Along with your cruise knowledge, you will have GDS skills and a positive attitude.

GLITTERING GOLD COAST

INTERNATIONAL CORPORATE CONSULTANT
GOLD COAST – SALARY PACKAGE \$55K

Do you have exceptional customer service and communication skills? We have a fantastic opportunity to join an AWARD WINNING corporate agency. You must have a minimum of four years international consulting experience and enthusiasm to burn. Enjoy working Monday to Friday and in a fantastic location, close to restaurants and shopping. If you're looking for that elusive senior corporate role that will develop your career further, join the high flyers and call today!

URGENT CALL! AIRLINE TEMPS! 20 ROLES NOW!

AIRLINE RESERVATIONS – IMMEDIATE START
BRISBANE CITY LOCATION – TOP HOURLY RATE

We have an urgent call for experienced travel consultants with CRS experience to join this fantastic temp assignment starting ASAP! You must have CRS experience with Galileo, Sabre, Amadeus or another Airline Reservations System. Strong customer service skills are essential. We have a number of positions on offer AND they will consider both part-time and full-time. Earn some great \$\$\$ while working in this fun assignment. Don't miss out! Apply now.

AVIS

2010

Avis Travel Agent Scholarship of Excellence

REWARDING EXCELLENCE FOR 14 YEARS

A unique opportunity to grow

Over the past 14 years the Avis Travel Agent Scholarship of Excellence has recognised and rewarded some of our industry's most talented travel consultants.

Our scholarship winners have come from all over Australia. They have occupied a diverse range of roles within the leisure and corporate travel sectors. And they have drawn on vastly different levels of experience.

But all have had one thing in common: a determination to provide exceptional customer service.

If you believe you provide your clients with the highest standards of customer service,

then Avis and the Avis Travel Agents Advisory Board invite you to apply for the 2010 Avis Travel Agent Scholarship of Excellence.

'Winners have come from all over Australia'

This prestigious award offers you the chance to develop your skills further by providing international business-class travel, professional business coaching, product and sales training, and the chance to enhance your formal qualifications. Even if you don't win, you will still gain

enormously from the experience because applying for the scholarship will stimulate your thinking and open up your eyes to new ideas.

At Avis, 'We try harder' is more than just a slogan - it reflects the way we do business. It embodies the culture of our organisation, which strives to deliver the very best service to our customers and travel agency partners alike.

The 2010 Avis Travel Agent Scholarship of Excellence is an extension of this philosophy and a way for us to say 'thank you' to all Australian travel agents.

We look forward to receiving your application.

Simply the best

As a 2008 finalist and the 2009 winner of the Avis Travel Agent Scholarship of Excellence I would encourage any agent who is passionate about customer service to put themselves forward for this extraordinary award.

Whether you have been in travel for two years or 20, you will benefit personally and professionally simply by taking part in the 2010 scholarship. It forces you to reflect upon all the little things you do that demonstrate your commitment to your clients, your enthusiasm towards our industry and your determination to be the best you can be.

The Avis Travel Agent Scholarship of Excellence is not an award for agents who are only interested in closing sales, growing yields and making profits.

It is an award for people who believe the key to success for any skilled travel professional is exceptional customer service. It is an award for people who understand the power of a genuine smile, the importance of respect and the joy that comes from continually finding new ways to exceed clients' expectations.

If that sounds like you then register now.

I wish you the very best of luck!

Lisa Upton



2009 Avis Scholarship of Excellence winner Lisa Upton from Harvey World Travel in Noosa receives her award from Avis Australia Vice President & Managing Director George Proos (left) and Travel Industry Manager Russell Butler

