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Travel Daily AU

First with the news

Thu 02 Dec 10

Page 1

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

WIN \$250 SHOPPING VOUCHER
Coles Group & Myer Gift Card

Prize will be awarded
the week of
10 December 2010,
just in time for some
Christmas shopping

AUSTRALIAN SALARY SURVEY 2010 - click here



Recruitment and HR Solutions

Vote for Mo photos

ALL of the entries in this year's Movember competition have now been uploaded to the *Travel Daily* website, and we want you to help select the winners.

Check out the hairy hunks at www.traveldaily.com.au and send in your favourite fuzz ASAP to pomocomp@traveldaily.com.au.

Stage appointment

FLIGHT Centre's Stage & Screen Travel Services has appointed Justine Liddelow as its new brand leader, based in the US - see pg 6 for more industry appointments.

Online bookings up 40%

THE internet has become the most popular method used by Australians to book holidays, according to a survey released yesterday by Roy Morgan Research.

The poll of 14,000 people aged 14+ who took a holiday or leisure trip in the last 12 months found that 39% booked via the internet - compared to 28% in Jun 07, meaning an increase of 40% in the last three years.

New Fiji transfers

SOUTH Sea Cruises has launched a new 5.30pm transfer departure from Denarau Island in Fiji, meaning clients can get to their island destinations the same day as arrival on flights from Australia. See page 10 for more info.

QH Adventures

QANTAS Holidays has released its new Adventures brochure for 2011/12, with a range of product in Africa, Asia, Europe, North America and South America.

Details on page 9 of today's *TD*.

Bumper issue today

Travel Daily today has six pages of news, plus full pages:

- TMS Asia-Pacific jobs
- AA Appointments - executive
- Qantas Holidays Adventures
- South Sea Cruises

The boost in online bookings was paralleled by a decline in booking by phone or in person, with telephone bookings down to 25% (from 29% in Jun 07) and the proportion booking in person declining to 17% from the previous 20% three years ago.

There was also a slight increase in bookings via email, up two points to 8%.

In the survey, respondents were able to choose multiple options.

Roy Morgan spokesperson Jane Ianniello said the figures showed that retail travel agencies are losing market share.

Leave Life rehash

TOURISM Australia has given its 'No Leave No Life' website a fresh skin, giving browsers more info on what to do and where to travel in Australia, while also providing greater consumer interaction.

See www.noleavenolife.com.

Sheraton Melbourne

STARWOOD Hotels and Resorts Worldwide has today announced it has signed an agreement to operate a 162-room and 8 suite Sheraton Hotel in Melbourne, scheduled to open in 2013.

The hotel will be located on Little Collins Street, between Spring St and Exhibition Street.

Emirates to Geneva

EMIRATES will bolster flight options to Switzerland from 01 Jun, with the carrier to launch services to Geneva using a mix of Boeing 777-200LR and 777-300ER, triple class cabin aircraft.

The new daily Dubai-Geneva route will depart the UAE hub at 08:55am, arriving at 2:10pm, providing convenient connections for flights from EK's Aussie hubs.

Geneva is Emirates 111th int'l hub and becomes its 26th destination in Europe.

EK already operates double daily services to Zurich.

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Page 2

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Hotels ready to step up

THE Hotel, Motel and Accommodation Association has urged a "government-led" review of commissions to wholesalers, as part of its response to Tourism Australia md Andrew McEvoy's call for extra beds (*TD* yesterday).

HMAA ceo Lorraine Duffy says her members are ready and willing to help out, but also urged tax breaks to enable operators to renovate existing properties, more investment in events facilities, encouragement for banks to finance tourism product

and increased community awareness about the importance of tourism as a key employer.

"The tourism industry has been through some tough times, but given the right support we remain resolute and enthusiastic about Australia's potential to develop and grow as a major tourism centre," Duffy said.

McEvoy's Press Club speech yesterday reiterated Tourism Australia's 2020 target of \$140b in tourism spending revealed in its Tourism Industry Potential Report (*TD* 15 Nov) - which would see the industry double in a decade.

SQ up fuel levy

SINGAPORE Airlines has bumped up its fuel surcharge today citing an increase in the cost of jet fuel which is now sitting above USD\$95 per barrel.

The increases vary between \$US3 and \$US25 per sector, dependent on the destination.

Finnair walkout

THOUSANDS of air travellers have had their travel plans thrown into disarray in Finland, and across Europe, after Finnair crew walked off the job for a second consecutive day yesterday.

The strikes come as a result of a breakdown in talks between unions and representatives over working hours, *ABCnews* reports.

Travellers booked on or before 06 Dec are being given the option of postponing trips until 31 Mar, or a refund, or rerouting if flights have been cancelled.

AOT adds Shorex

THE AOT Group is dedicating a new cruise division for its Shore Excursion business in Australia, NZ and the South Pacific.

The division, headed up by seven year AOT veteran Melissa Reid, is expecting to handle over 100,000 shore excursion pax this financial year on behalf of major customers at 18 ports in Australia and New Zealand.

More details in today's *Cruise Weekly* - subscribe free at www.cruiseweekly.com.au.

QF ROE update

QANTAS is advising agents it has adjusted its Rate of Exchange to 0.990443, effective 01 Dec.



Window Seat

A RESTAURANT in the Spanish capital of Madrid is hoping to offer guests a very mellow experience, with the opening of a section which allows them to smoke marijuana joints.

The Private Cannabis Club claims to be operating within the law because of a ruling in Spain which allows consumption of cannabis if it is in private.

"We do not sell drugs or promote the consumption of drugs," said a spokesperson who added that only "members" of the club could light up.

Unfortunately the idea may be quickly stubbed out with the debut of new anti-tobacco laws set to come into force next month which ban smoking from all enclosed public spaces.

AIR India seems to have reviewed its politically incorrect policy on the appearance of flight attendants, opening its arms to a group of cabin crew who were sacked last year for being too overweight.

The carrier is now battling a severe shortage of trained crew, and confirmed that it had approached about ten women who were laid off in 2009 because of their chubbiness.

A spokesman said that about three of them had indicated they would be willing to return, but he claimed that the controversial weight limits, which are based on a combination of height and age, were still in force.

"We are not relaxing our standards," he insisted.

Reports don't confirm whether the extra flight attendants are for the often-announced Air India direct flights to Melbourne which have so far yet again failed to materialise.



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Vietnam Golf Escape
7 days/6 nights from \$2668*

Price includes:

- Return economy airfares with taxes
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Book by 1 December
\$50 OFF per person if you book and full payment before 31/12/2010.

* Conditions apply. See website. Minimum of 8 passengers travelling together.

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Best Economy Class.
Business Traveller
Middle East Awards 2010

QATAR
AIRWAYS القطرية

Authority VIPs in Auckland



ABOVE: The Travel Authority Group hosted seven of its corporate clients on a whirlwind trip of Auckland recently.

The lucky clients experienced flights with Emirates, and the hospitality of the Hyatt Regency Auckland and Tourism Auckland.

Also over the course of the weekend the VIPs experienced fine dining, wine tasting and

harbour activities.

Pictured here in front of the America's Cup Yacht at Viaduct Marina Harbour in Auckland, *from left* are: John Dixon; Linda Smith; Kim Ackerman; Maryanne Osborne, head of corporate, The Travel Authority Group; Sarah Bush, director, TTA Group; Carolyn Haywood; Charmayne Marrand, Diarna Corniola and Holly Mello.

AAX to CHC in Apr

MALAYSIAN long-haul low cost carrier AirAsia X has announced it will begin its first New Zealand operation to Christchurch (*TD* 01 Nov) from 01 Apr 2011.

Tourism New Zealand's chief executive Kevin Bowler said the flights to Kuala Lumpur are "great news" for the country, providing increased connectivity to other parts of the world.

"We have strong growth in demand from South East Asia and this new service will go a long way to fulfilling this increased interest," Bowler said.

The highly anticipated services to New Zealand have been touted for more than two years, as revealed by *TD* (*TD* 20 Aug 08).

Launch fares on the new KUL-CHC route are priced from RM199 (AU\$66) one way, valid for travel between 01 Apr and 10 Nov, when booked between 03 and 05 Dec.

Hilton Pattaya open

HILTON Hotels & Resorts has opened its fourth Hilton-branded property in Thailand, the 302-room Hilton Pattaya, located on the picturesque Pattaya Beach.

Princess fishing trip

PRINCESS Cruises has launched a new seven-day cruisetour in Alaska for 2011 that offers guests the option to drop a line fishing while on tour.

Participants can fish for king-, pink-, chum- and silver-salmon aboard a heated cabin cruiser in Ketchikan; halibut, Pacific cod and flounder in Juneau; sockeye salmon and rainbow trout in the Upper Kenai River; and a variety of salmon on the Talkeetna River.

The trip also includes rail travel on Princess Rail & a Natural History Tour in Denali National Park.

Copa orders 32 jets

STAR Alliance member-elect Copa Airlines has placed a \$US2.6 billion order with Boeing for 22 firm Next-Generation 737-800s aircraft, and 10 options.

The 737s are expected to be delivered between 2015-2018 and will be "an integral part of our medium-term growth plan," said Copa's ceo Pedro Hielbron.

The Panamanian carrier has already bought 37 Next-Gen 737-800s from Boeing, with 22 to be delivered in the next two years.

Earn Qantas Frequent Flyer points on British Airways flights to London

Be rewarded when flying to London with Qantas and British Airways. Qantas Frequent Flyer members travelling on eligible BA operated flights between Australia and either Bangkok, Singapore or London will earn the same number of points and status credits as they would travelling on an equivalent Qantas flight to the same destinations.

Only members of the Qantas Frequent Flyer program can earn and redeem points. Membership and the earning of points is subject to the Qantas Frequent Flyer program's terms and conditions. A joining fee may apply. Visit qantas.com for full details.



WIN A TRAVELSIM



Every day this week, **Travel Daily** is giving one lucky reader the chance to win a **TravelSIM** card.

Travellers can now potentially save hundreds of dollars on their mobile phone international roaming costs thanks to a service called TravelSIM - the mobile phone service for international travellers.

TravelSIM works in over 180 countries around the world and provides low cost roaming including free to receive calls in over 70 countries.

TravelSIM retails for \$49.95 with \$5 included call credit.

Email info@ftmonline.com.au for any enquiries regarding TravelSIM.

For your chance to win a TravelSIM card today, be the first person to send through a correct answer to the question below:

How do you add credit to a prepaid TravelSIM?

Email your answer to:

travelsimcomp@traveldaily.com.au

Hint! Visit www.travelsim.net.au

Congratulations to yesterday's lucky winner, **Amy Morrison** from **Harvey World Travel Bendigo**.

travelsim

Travel Daily AU

Travel Daily AU

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MASHolidays online

MALAYSIA Airlines travel packages division MASHolidays has introduced a web-based platform to assist holiday planners with travel arrangements in 70 cities across 16 countries.

The MAS website features five main sectors: Packages, Hot Deals, Stopover, Just Hotel and Destinations - for more info visit www.holiday.malaysiaairlines.com.

VX launch LA-DFW

VIRGIN America has inaugurated daily services between Los Angeles and Dallas Fort Worth overnight, becoming the low cost carrier's 12th US domestic hub.

VX will also launch a new San Francisco-Dallas Fort Worth route from 06 Dec using Airbus A320s.

Choice commission

CHOICE Hotels International says it will be able to pay travel agent commissions more efficiently after signing Dell Services' TACS to be the hotelier's sole source for processing payments across its brand of properties.

TACS is a global billing & payment processing system based on travel itineraries or travel bookings, that can collect data from GDS, CRS and Front Desk Systems.

"Choice will be able to provide a central help desk to assist with payment inquiries, comprehensive reporting, and a shorter payment cycle for many agents," said CHI's assistant treasurer, Sam Waters.

KGI QR tax increase

QANTAS has advised of an increase to the Terminal Services Levy (QR) at Kalgoorlie Airport, from \$19.78 to \$20.45 per adult, effective 01 Jan 2011.

The Child tax is also increasing from \$9.89 to \$10.22.

Anantara Bangkok

ANANTARA Hotels Resorts and Spas will open its first city hotel, the Anantara Bangkok Sathorn, in Feb next year.

The downtown Bangkok hotel will occupy twin 37 floor towers.

CATO's Christmas Cheer



THE Council of Australian Tour Operators (CATO) held its general meeting and Christmas party in Sydney last night which saw a few changes to the committee.

Simon Hill, Icon Holidays has stepped down from his position on the committee and Michael Hay, Chat Tours has accepted to take on the role again.

Also two new members were initiated, Gil McLachlan, ceo of McLachlan Travel Group, and Brendon Drake managing director of Talking Matters.

Speaking to *Travel Daily* at the christmas dinner McLachlan was happy about his membership.

"It gives us the opportunity to ensure that we are keeping abreast of the tour industry and hopefully in time make a contribution," McLachlan said.

Drake was also excited about how CATO and AFTA work together with inbound and outbound tour operators.



"AFTA and CATO are looking at big decisions and implications for the next five to 10 years...I'm an advocate for brands and service, not necessarily price".

Wendy Wu, Wendy Wu Tours, is in Australia to visit her Sydney office told *TD* "I always like coming to the CATO meetings" they are "very beneficial" and "always generous with knowledge and experience".

Pictured above at the North Sydney Harbourview Hotel from left are: Peter Baily, CATO general manager; Gil McLachlan Brendon Drake; and Michael Hay.

Inset: Wendy Wu; and Tony Brazenell, Chat Tours.

CO OK'd for Lagos

CONTINENTAL Airlines has been given the green light by the Nigerian Civil Aviation Authority to commence Boeing 787 *Dreamliner* flights between Houston, Texas and Lagos, Nigeria (*TD* 15 Jun) from Nov 2011.

CO's 31st trans-Atlantic route will also be the first daily direct service between Texas and Africa.

Unlimited rebrand

KIWI walking tour specialist Unlimited New Zealand has rebranded as HikingGuys.co.nz.

The company offers multi-day hiking experiences to Arthur's Pass, Abel Tasman and Mount Cook National Parks and the Milford and Routeburn Tracks in New Zealand.



Corporate Consultant

Goldman Travel Corporation, a leading travel management company located in Sydney, is looking for an experienced corporate consultant to join our dynamic team in our Bondi Junction office.

Applicants must have the skills to work autonomously and be totally focused on customer care. Sabre/Tramada is an advantage, but not essential.

Very attractive salary and working conditions guaranteed.

If you believe this role is right for you or request further information, send through your resume or contact David Goldman at david@goldmantravel.com.au or (02) 8333 7700.

All applications and contact will be treated as confidential.



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Applications/enquiries in strictest confidence to:

andrew_goold@travelctm.com (Recruitment Coordinator)



Indulgent Thailand famil

ANANTARA
Phuket Villas in partnership with Emirates hosted a group of agents on a famil to the Anantara Phuket Villas over three days recently.

The educational allowed the group to enjoy luxurious pampering including being spoilt with their own private pool villa, spa treatments, superb food at the resorts restaurants and cooking classes.

Pictured above during one of the relaxing cooking classes *from left* are: Simone King, Goldman Travel; Nicki Keegan, Emirates; Jo McFadyen, Gilpin Travel Management; Anna Glowacka, Discovery Travel Centre; Angela Doyle, Wentworth Travel; Louise Brown, Spencer Travel; & Melanie McTighe, Discovery Travel Centre.



Rail Tickets winner

RAIL Tickets has awarded the Week 3 winner of its 'Win an iPad a Week' incentive to Kris, from Travelscene Rye Beach.

The agent incentive is running for one more week, with all consultants who sell Rail Tickets going into the draw for the latest Apple must have gadget.

BLuelink

Reservation Sales Consultant

Do you have a passion and flair for Sales? Are you a fun-loving team player?

If you do, come and join BlueLink International Australia at Darling Harbour / Pyrmont.

BlueLink International Australia (BLIA) is a wholly 100% owned subsidiary of BlueLink Group in Paris, an upmarket specialist in customer relationship management.

Currently we are in the process of recruiting permanent full-time/part-time positions for highly motivated and enthusiastic individuals to join our team.

Responsibilities shall include reservation sales and enquiries by phone / email, documentation, ticketing and general administration duties. You will be expected to achieve the Key Targeted Areas and Key Performance Indicators of the Call Centre.

Roster work is a requirement including weekend.

Skills required:

- Fluency in English both written and oral
- Excellent communication
- Customer service and sales oriented
- Ability to multi-task
- Computer skills and literacy essential
- Working knowledge of Amadeus or other GDS system will be highly regarded
- Ticketing experience will be highly regarded

Full comprehensive training program will be provided. Monthly performance incentives based on achieved target set.

If you are interested, kindly email your resume to recruitment@bluelinkservices.com.au. We look forward to receiving your resume before the 6 December 2010.

Only applicants with a valid appropriate working visa (excluding working holiday visa) will be considered.

Travelzoo wow list

ONLINE global media company Travelzoo is predicting the 'Wow Deal Destinations' offering the best value deals in 2011 will be Mexico (Yucatan Peninsula), Iceland, Bermuda, Las Vegas and California's central coast.

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E-mail: info@traveldaily.com.au

Send in your Christmas photos and win a night in a Penthouse Suite!



"It's beginning to look a lot like Christmas."

Travel Daily's popular Christmas photo competition is back!

Our good friends at Fraser Suites Sydney, want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

At the end of the month, the judges will select their favourite photo and the person who submitted this will win an overnight stay in a luxury Penthouse Apartment, sparkling wine & a fruit bowl upon arrival and complimentary car parking.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to:

xmasphotos@traveldaily.com.au

Travel Daily
First with the news

klick
communications

FRASERSUITES
SYDNEY

Brazil travel advice

THE Dept of Foreign Affairs and Trade is warning travellers to Rio de Janeiro of violent clashes between security forces and criminal gangs.

Travellers are being told to monitor local media and follow instructions from local authorities at all times, with the current level of advice remaining at use a 'High degree of caution'.

Extreme Theatre

THE International Antarctic Centre in Christchurch has opened its new 4D 'Extreme Theatre', which features "exhilarating" 3D movies, complete with snow, wind, water, fog, seat vibration, and smells, as special effects.

20% off Swissotel

SWISSOTEL Hotels and Resorts are offering 20% off room rates at select hotels worldwide, for bookings and stays until 15 Feb.

The deal is valid on a two night minimum stay and the best available rate at - swissotel.com.

Costa Ferrari tour

COSTA Cruises will be offering more excursions in Abu Dhabi during the new season, on its seven day itineraries onboard the *Costa Luminosa* and *Costa Deliziosa*.

Motoring fans will be given the chance to visit the newly opened 'Ferrari World'; and also a program of shore-side excursions in Abu Dhabi to the Formula 1 circuit, Yas Marina.

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Shamrock saving

SHAMROCKER Adventures is offering up to \$59pp off its seven day All Ireland Rocker tour, now priced from \$530 per person when booked by 07 Jan 2011 on all trips departing next year.



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.

The QBT team in Canberra will welcome **Astrid Boore** as its new Government Business Manager ACT, effective 06 Dec. Boore moved across from her role as ACT sales manager for AVIS Australia.

CTC has named **DC and Associates Worldwide** as its new General Sales Agency for Australia effective 16 Dec (TD Fri). DC & Associates Worldwide is a two man show being headed up by Donna Campbell and Nathan McLoughlin. MEANWHILE, Travel Trade Manager **Kate Brown** and Media & PR Manager **Allison Brennan** will finish up at the **Canadian Tourism Commission** on December 15. Both are currently looking for new opportunities.

Creative Cruising has welcomed **Jenny Bevan** and **Leonie Prowse** as its new Business Development Managers for QLD/VIC/WA and NSW/TAS/SA/NT respectively.

SMB Communications has been appointed as the media liaison and public relations representative for **ecruising.travel**.

Anne Jamieson, Director of Sales and Marketing at the Melbourne Convention and Exhibition Centre (MCEC) was elected to the Meetings & Events Australia (MEA) National Council at their annual general meeting this week.

FCm Travel Solutions is strengthening its leadership team in Mainland China by appointing **James Hui** as general manager of operations for FCm Hong Kong. **Quinn Zheng** has also been named general manager of operations for the Shanghai division.

World Resorts of Distinction has announced the appointment of **Melanie Secker** as its new Business Development Manager for New Zealand. Secker will be responsible for the group's portfolio of resorts in Fiji, Cook Islands, Phuket and Bali.

Nice-Moscow by rail

RAIL Plus is now offering a new weekly 53hr sleeper train journey between Nice and Moscow, which stops at 22 stations, priced from \$552 per adult - railplus.com.au.

Egyptair to Toronto

STAR Alliance carrier EgyptAir will launch a new thrice weekly service between Cairo and Toronto from Jun next year, using Boeing 777-300 aircraft.



Ticket Officer Sydney Office

A Ticket Officer is required to fill a full time, day worker position in our Sydney office.

Position assists in all aspects of fares, ticketing, refunds, agency quotes and passenger enquiries. Applicants must have a minimum of 2 years experience in fares & ticketing and successful completion of Fares & Ticketing I & II. A pleasant manner, service oriented attitude and ability to work under pressure is also required.

The salary range will be between \$38,842 pa and \$48,695 pa. The successful applicant will also be entitled to travel benefits and subsidised health insurance.

Applications should be addressed to Manager NSW & ACT, Matt Raos, and sent to the following email address by COB Friday 10 December 2010.

anastasia_petsas@singaporeair.com.sg

Golden Nullabor crossing



ABOVE: This group of Jetset Travelworld WA agents were recently hosted on a JTG/AAT Kings family to Sydney.

During the educational the group enjoyed the Indian Pacific in Gold Class across the Nullabor, a Blue Mountains day tour, Captain Cook Cruise and lots of other inclusions of an AAT Kings' tour.

Pictured here beside the train front row **from left** are: Nicholas Lowes, Jetset Norwood; Dylan Hearne, AAT Kings; Tina Gojani, Jetset Hyde Park; Sarah James, Jetset Glynde; Jill Williams, Travelworld Naracoorte.

Back: Melissa Miller, Travelworld

Ceduna; Francie La Forgia, Middletons Travel; Onno Engelaar, GSR; Taryn Cunningham, Jetset Mitcham; and Andy Meikle, GSR.

Fiji Romance site

TOURISM Fiji has revamped the look of its 'Romance Me' microsite for the wedding, honeymoon and romantic couples sector.

The portal now provides further details on legal requirements for couples planning to marry in Fiji, the operators who can assist with planning romantic visits, lists specialists in the field, an image gallery with video clips and a blog - see FijiMe.com/RomanceMe.

WIN A FIJI HOLIDAY FOR TWO



Treasure Island Fiji and Air Pacific are giving **Travel Daily** readers the chance to win the perfect Christmas present.

One lucky reader will this month unwrap an envelope with two return economy **Air Pacific** tickets to Fiji and a voucher for five nights of relaxation at the beautiful **Treasure Island Resort**.

To be in the running, simply help to compose a Fijian version of the "Twelve Days of Christmas".

Every two days we will be asking you to complete (and email in) one of the 12 lines from the song.

Give us your best creative entry and make sure they encompass the treasures that Fiji has to offer.

Email your full entries by COB 31 December 2010 to fijicomp@traveldaily.com.au.

[Click here for competition terms and conditions.](#)

"On the first day of Christmas my true love gave to me _____ in a palm tree."



Talent Wanted!

Exceptional opportunities in the travel industry.



Hot Jobs (Australia) - November 2010

Sydney - 02 9231 6444 - nsjobs@tmsap.com
Melbourne - 03 9602 1809 - vicjobs@tmsap.com
Brisbane - 07 3221 9916 - qldjobs@tmsap.com

Adelaide & Perth - 02 9231 6444 - sajobs@tmsap.com, wajobs@tmsap.com
Executive Positions - 02 9231 6444 - sally@tmsap.com

Temp or Contract Executive - Alex and Sharon - Sally.Frape@tmsap.com

JOB OF THE WEEK!

Retail Travel Consultant - Canberra

- Previous Retail or Corporate experience required
- Galileo knowledge

This successful and well known company is looking for an experienced Retail Travel Consultant to join their friendly team in Canberra. To be considered for the role you MUST have previous Travel experience from Retail or a Corporate agency, knowledge of Galileo, strong communication skills, great customer service skills and you must be a team player. In return, a competitive salary and incentive system is on offer for the right person.

Contact Anna Wachowiak at TMS T: 02 9231 6444
E: annaw@tmsap.com or apply online now!

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

Specialist Expedition Consultant

Have a love of expedition cruising? Want to use your developed interpersonal skills to promote this unique product to both existing and new clients with this Wholesale company? This varied role means you not only will work closely with the reservations department offering clients a complete package to complement their expedition cruise including flights, hotels and other land arrangements, but you will also have the advantage of assisting the sales and marketing teams as well. Some of the benefits are a great career development and the opportunity to experience these expedition cruises first hand.

Contact Lisa Dodd T: 02 9231 6444 E: lisad@tmsap.com or apply online now!

High End Leisure Travel Consultant - North Shore

With flexible working hours in a thriving agency in the leafy suburbs of the north shore. This role will give back what you put into it. This travel agency requires an experienced travel consultant who can juggle enquires from 5 star Africa holidays to family gold coast bookings. Knowledge of Galileo and Tramada are preferred, but more importantly diverse destination knowledge and the ability to work within the team and with a range of clientele. Your personality and work ethos are what's important! No weekend or Thursday nights.

Contact Lisa Dodd T: 02 9231 6444 E: lisad@tmsap.com or apply online now!

Fares and Ticketing Specialist

- Well known popular travel company
- Fantastic team environment
- Great career prospects

You will be responsible for developing & maintaining technical expertise air product and provide support and information to the both internal and external customers on a daily basis ensuring availability, openness and accuracy. This is a great opportunity for someone who is in the travel industry and would like to combine their fares and ticketing knowledge with their excellent customer service skills.

To be considered for the role you MUST have the following:

- Industry knowledge and understanding of the retail market
- Amadeus
- Previous customer service experience preferred
- Positive attitude
- Team player
- Professional presentation

Contact Stacy Balderston T: 03 9602 1809 E: stacy@tmsap.com or apply online now!

Helpdesk Executive

- Global Travel Company in Sydney
- Salary \$40k + super

Our client, a Global Travel Technology Company in the city is seeking a Helpdesk Executive. You will provide daily support and assistance to travel agencies in Australia and New Zealand. The objective is to achieve a high level of customer service while finding fault resolutions within established processes and procedures. This is a great opportunity for somebody wanting to work for a GDS. It would suit a travel consultant who is looking at entering the world of Travel Technology, or somebody working in a similar role. If you have at least 2 years travel agency experience in using a CRS, have fares and automated ticketing skills and a working knowledge of mid to back office travel accounting packages please contact Stacy. The company you will be working for has an excellent management team, who know how to look after their staff.

Contact Stacy Balderston T: 03 9602 1809 E: stacy@tmsap.com or apply online now!

Part-time After Hours Corporate Consultant

Multi Skilled Corporate Consultant required part time hours working from home. Solid consulting experience & advanced ticketing required. A unique position has become available for an experienced Corporate Consultant to work from home servicing clients with any enquiries after standard office hours. If you have a working knowledge of minimum of 3 different CRS and want to work from home then this role will suit you. You will be responsible for the reroute and reissue of domestic and International tickets, make hotel bookings and deal with any last minute enquiries. This role will offer you great flexibility working 12 hours per week plus additional hours to cover leave when required.

Contact Lisa Dodd T: 02 9231 6444 E: lisad@tmsap.com or apply online now!

Calypso-net Administrator

- Leading Wholesaler
- Great team environment

This leading wholesaler is looking for an experienced Calypsonet user to join their team in this newly created role. This is a multi-faceted role where you will be responsible for maintaining relationships with external suppliers, problem solving any calypsonet issues internally and assisting the product team by maintaining and loading air & land products and working with databases. To be considered for this role you will require a knowledge of Calypsonet, great attention to detail and solid problem solving skills.

Contact Stacy Balderston T: 03 9602 1809 E: stacy@tmsap.com or apply online now!



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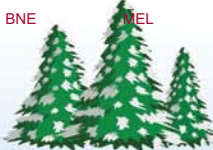
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EXCITING NEW ROLES AVAILABLE NOW FOR TALENTED EXECUTIVES

ARE YOU A VISIONARY BUSINESS LEADER?

**MANAGING DIRECTOR
SYDNEY – EXECUTIVE SALARY PACKAGE**

This is an exciting opportunity for an exceptionally talented business leader to take this great Brand forward and drive company growth. We are looking for someone with strategic agility, strong negotiation & relationship skills, and the ability to tackle a leadership role with great energy. You will have great communication skills and the ability to inspire your team by being a visionary leader who sets clear objectives.

SECURE YOUR FUTURE IN TRAVEL TECHNOLOGY

**KEY ACCOUNT / SALES MANAGER
SYDNEY – SALARY PACKAGE DOE**

Be responsible for managing, maintaining and developing relationships with key clients through your proactive & strategic approach, ensuring ongoing revenue opportunities are maximized and a true business partnership is developed. You'll have strong commercial acumen, highly developed communication & presentation skills, and functional knowledge of IT/GDS, distribution and e-comm operations.

THE ULTIMATE PRIZE – AWARD WINNING BRAND

**GENERAL MANAGER RESERVATIONS
SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE**

This award winning travel operation requires a talented Call Centre Manager to take over their National operations. This strategic role will include leading & managing the reservations and support departments with a focus on customer service delivery and staff development. Previous Call Centre experience with an emphasis on development and change management is essential.

HIGH QUALITY PRODUCT FOR A CLASSY BDM

**DISTRICT SALES MANAGER
SYDNEY – SALARY PACKAGE \$80K+**

If you dream of luxury product, beautiful families, great team spirit, a growing organization, and agents that welcome you in to their stores with open arms this BDM role is ready for you now. You will represent a popular, high quality product and have a motivated approach to growing sales from your region. Ideally you'll have managed a sales territory and can demonstrate how you've achieved great results.

REINVENT THIS NATIONAL SALES TEAM

**SALES & MARKETING MANAGER
MELBOURNE – SALARY PACKAGE OTE \$80k +**

Looking for a meaty role where you can stamp your mark and take this sales team to new heights? You will need to be a motivated candidate who has the know-how to build and establish a successful sales team taking this company further ahead in their field. As a strong communicator you will be able to work effectively with members of the management team to implement and launch marketing ideas & new procedures.

LEAD BY EXAMPLE, SHARE YOUR KNOWLEDGE

**STATE OPERATIONS MANAGER
BRISBANE CBD – SALARY PACKAGE CIRCA \$80k**

Looking for a new leading role? You will be responsible for managing and motivating a team of eight consultants with a focus on air products Complaint resolution, reporting and recruitment will also be part of your day. Sensational fares and ticketing knowledge will be required along with the ability to reach strong service standards and KPIs. Parking will be provided in the CBD along with rewarding incentives.

TAKE IT FROM THE TOP – LEAD A GREAT TEAM

**RESERVATIONS MANAGER
PERTH – SALARY PACKAGE TO \$67k**

Are you a strong operational leader who understands the requirements of a large and busy call centre? This Perth based role is looking for a dynamic and driven candidate who can lead by example while generating the best from the leadership team. You will be responsible for reporting structures, rolling out new procedures all the while ensuring your res teams are servicing clients within the KPI requirements.

TIME TO BRANCH OUT WITH A NEW BRAND

**BUSINESS DEVELOPMENT MANAGER
PERTH & BRISBANE - SALARY PACKAGE OTE \$80k**

Create an impression in the travel agency network with one of these outstanding travel products. Your winning attitude and go-getter style is exactly what we're looking for. You will have a clear understanding of managing your own territory and experience working on the road with a strong professional network in your state. Be rewarded with excellent bonuses, car allowance or car, and travel incentives.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis
MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Carmen Pugh
OLD & NT
Ph: 07 3229 9600

Kathryn Heberton
VIC, SA, WA
Ph: 03 9670 2577

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

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Qantas Holidays are excited to announce the release of our fresh, new, easy-to-read Adventures brochure (for travel 1 April 2011 to 31 March 2012) incorporating a large selection of hotels, sightseeing, touring and transfers.

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Qantas Holidays 2011/2012 brochure range



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Fiji Islands ...all in one day

South Sea Cruises is delighted to announce

***The new 5:30pm departure from Denarau
is now operating***

***No more one night stands... new
late afternoon mainland departure***

With our 5:30pm departure from Port Denarau to central Mamanuca Island Resorts, you can now choose to travel direct to your island resort on the same day.



South Sea Cruises has responded to the increasing number of flights arriving into Nadi later in the day and the desire of many visitors to travel directly to their Island Resort on the same day. The new service also allows guests departing on late night flights to remain at their Resort for the day if they wish.

The addition of this service also means increased capacity per day which will benefit all Resorts, not just those on the late circuit, by spreading the loads across our different departures.

The new service has commenced and Guests or Agents who already have bookings on the 3:15pm departure or wish to alter their existing bookings to take advantage of this later departure may do so at no extra charge.

For further information contact your preferred wholesaler or tel: 1800 007 129

New 5:30pm Timetable

Denarau	5:30pm
Treasure/Beachcomber	6:05pm
Mana	6:50pm
Castaway	7:15pm
Malolo	7:25pm
Likuliku	7:30pm
Denarau	8:00pm

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South Sea Cruises
CRUISING THE FIJI ISLANDS