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Travel Daily AU

First with the news

Thu 15 Jul 10 Page 1
EDITORS: Bruce Piper and Guy Dundas
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Homework battle hots up

MOBILE Travel Agents has hit back at a promotional campaign by rival home-based network TravelManagers (*TD* yesterday), saying that claims made by TravelManagers are "frankly astonishing and lack credibility".

MTA md Roy Merricks has taken strong exception to suggestions by TravelManagers that all mobile and home working travel consultants are better off with the group.

"The largest three proponents of home working in Australia are distinctly different, and appeal to

Rock on the block

A CONSORTIUM backed by the Indigenous Land Corporation (ILC) is expected to be announced as the purchaser of the Voyages Ayers Rock Resort within weeks.

General Property Trust has been attempting to sell the iconic property for about two years after having offloaded the rest of the Voyages portfolio to a number of different buyers.

The ILC was recently buoyed by new legislation which will see it receive a minimum annual payment of \$45m from the govt to buy and manage land to benefit indigenous communities.

GPT valued the resort at \$300m in its most recent accounts.

those travel consultants with needs matching theirs most closely," Merricks told *TD* today.

"This is borne out by similar strong growth levels being experienced by each," he claimed.

Merricks urged consultants or agency owners considering a change to "investigate thoroughly before signing."

"We thank [TravelManagers gm] Mandy Scotney for throwing down the gauntlet with these bold claims and guarantees," Merricks said, with MTA inviting agents to "talk with us and understand the very many unique advantages MTA holds for the professional corporate or leisure travel consultant".

Cunard record

FOUR Australian travel agents sold more than 200 cabins on Cunard's *QM2* circumnavigation voyage in just 15 minutes on Tue - see *Cruise Weekly* for more - free at www.cruiseweekly.com.au.

Today's Travel Daily

Travel Daily today has seven pages of news and photos, plus full pages from:

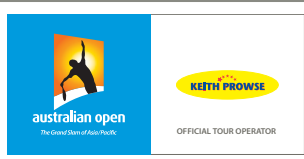
- TMS Asia Pacific
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VA Waikato-LAX

V AUSTRALIA and Pacific Blue today announced a connecting flight from Hamilton Airport in NZ through to LAX via Brisbane.



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Travel Daily_{AU}
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Thu 15 Jul 10 Page 2

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Sydney for MGM?

ONE of the world's biggest casino operators is interested in running the hotel at the proposed Barangaroo development on the shores of Sydney harbour.

MGM Hospitality is the luxury hotel division of Las Vegas-based MGM Resorts International, with the company also looking to expand into Melbourne and the Gold Coast, according to today's *Australian* newspaper.

The Barangaroo plans by developer Lend Lease include a 159m-high 33,000 square metre luxury property.

Jetstar pushes boundary

JETSTAR ceo Bruce Buchanan has renewed his call for trans-Tasman flights to be treated as domestic services, saying the move would generate more than 325,000 extra passenger movements each year.

As he launched the new JQ non-stop Tasman services to Queenstown (*TD* yesterday), Buchanan said "there has got to be a way to get it worked out so we have a common border".

He suggested that a first step could be to handle all the customs and immigration processing on one side of the Tasman, which he

said would significantly cut costs.

Making a common border would boost both Australian and NZ GDP by more than \$100m a year, he estimated.

"It would be the single biggest boost to the tourism industry on both sides of the Tasman," he said.

The move to a common border between Australia and New Zealand was first mooted some years ago by Sydney Airports Corporation chairman Max Moore-Wilton (*TD* 11 Jun 04).

SAT ambassador

SOUTH African Tourism has named Sydney's Rachael Scobie as the local Ambassador for its latest promo, which will see her join six other Ambassador's from around the globe, going on an adventure odyssey to South Africa this year.

Thailand warning

THE Department of Foreign Affairs and Trade has updated its warning for Thailand, citing an extension of the state of emergency in 19 provinces, including Bangkok, until 04 Oct.

The level of advice remains at 'High degree of caution', due to the possibility of more violent civil unrest.

Window Seat

THE huge success of Paul, the allegedly psychic German octopus who correctly predicted the results of all of the recent Soccer World Cup matches, is set to be replicated in a new application for the Apple iPhone.

A Brazilian software developer has come up with the App which is described as "a fun way to randomly choose between two options".

'Cinema or theatre? Pizza or sushi? Skirt or dress? Ask the octopus!' the app's website asks.

FORGET the seaside - people in Switzerland are being invited to enjoy a summertime mountain holiday with an adopted cow.

Farmer Michel Izoz offers 20 cows available for rent at his farm in the Vaud canton, with most already booked.

Clients book their cow online at www.mavachamoi.ch and pay €280 to reserve it for the season, during which they can visit it as often as they like.

PERHAPS it was fear of swine flu?

Two off-duty staff at the Six Flags Great America theme park in Illinois, US have been arrested after allegedly attacking one of their colleagues dressed as cartoon character Porky Pig.

According to a police report, the pair took a photo with Porky on Mon afternoon, and "then punched the mascot in the head 10 to 15 times".

The reasons for the attack weren't clear, and the men were issued citations for battery, with the 24-year-old woman inside the Porky Pig costume suffering headaches and a stiff neck.

Reports also didn't confirm whether the woman said she wouldn't again dress as Porky Pig, telling her employers: "That's all, folks".

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Qantas price hike

QANTAS has announced it is jacking up airfares across the board by 3%, effective 28 Jul.

The price rise will apply to QF international published and retail net First, Business, Premium Economy and Economy class fares sold in Australia, domestic Business and Economy class, as well as Economy class regional fares.

Group and wholesale fares will also be bumped up by the same margin.

Travel agents need to ticket existing PNRs on or before 27 Jul to avoid the fare increase.

MEL applauds CA

MELBOURNE Airport has welcomed Air China's (CA) move to boost services between the state capital and China from later this year, as exclusively revealed by *Travel Daily* (TD Fri).

CA will beef up frequencies between Beijing-Shanghai Pudong-Melbourne to five weekly from 31 Oct and introduce a direct twice weekly flight between Beijing and Melbourne, effective 05 Dec.

MEL Airport ceo Chris Woodruff said the additional capacity will add an extra 78,000 seats/annum to and from Melbourne, to aid rises in business and leisure travel.

"Our Chinese market grew 8.6% over the last calendar year and these new flights will directly serve this pivotal growth market," Woodruff said.

Woodruff also reiterated MEL Airport's "strategic and operational advantages" over other gateway cities (such as Sydney) because of its lack of curfew and is operational 24 hours a day.

MEANWHILE, Air China has stated it is moving forward with plans to introduce wide-bodied aircraft to its fleet, "to seek a competitive edge in the global airline market."

CA is understood to be looking at signing deals with both Boeing and Airbus to upgrade some of its fleet to B787s and A350s.

EC OKs BA/IB/AA Atlantic pact

AUTHORITIES in Europe have granted final regulatory approval for the proposed "joint business agreement" on transatlantic flights between oneworld members British Airways, Iberia and American Airlines.

The pact is still subject to anti-trust immunity approval by the US Department of Transportation, with the airlines saying overnight that they expect a final DoT decision "shortly".

BA ceo Willie Walsh welcomed the EU approval, saying "The high number of new services on London to US routes since the Open Skies agreement demonstrates that Heathrow is open."

He said the carriers had agreed to make available Heathrow slot pairs for competitors to use on services to the US.

"The slot commitments provide a further guarantee that there will be no possible loss of competition as a result of our joint business," Walsh added.

Under the agreement London-New York slots will have to be made available if competitors are not able to secure them through the normal process, and only if services on the route drop below the currently announced levels.

Walsh claimed that the transatlantic joint business would strengthen competition across the

Atlantic by enabling the oneworld alliance to compete on a level playing field with other global alliances which already have anti-trust immunity.

He confirmed that the airlines plan to launch the new joint venture in the next few months.

MEANWHILE European authorities have also approved the planned merger between BA and Iberia, which has already received regulatory approval from US authorities.

The merger is scheduled for completion by the end of 2010.

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Sydney welcomes first Adina



LAST night Toga Hospitality hosted a group of guests for a performance at Sydney Theatre Company (STC) to help celebrate

the recent rebranding of their Medina on Crown property to Adina Apartment Hotel Sydney, Crown Street (TD 23 Jun).

The new branding and design of the property coincides with designs of Adina standards already established at its European properties in Berlin, Frankfurt, Budapest and Copenhagen, as well as Hamburg Michel, set to open in Nov this year, followed by Berlin Hackescher Markt in Feb 2011.

"We have many more hotels still to announce", said Toga Hospitality's director of marketing, Lisa Phillips.

Australia's first Adina property, located 2km from Sydney CBD, includes 84 one and two bedroom apartments featuring a bold use of colours and striking patterns; ensuite bathrooms; a pool; spa; sauna; gymnasium and barbeque.

Prices at the new Adina Apartment Hotel Sydney, Crown Street start from \$200/night.

Adina Apartment Hotels is a presenting sponsor of playwright Eugene O'Neill's major masterpiece, *Long Day's Journey into Night* on show now at STC through to 01 Aug.

The co-production between STC and companies in the US is a simple story about a classical dysfunctional family who are tormented by the past.

Pictured *above* at Sydney Theatre Company prior to the performance last night is Toga Hospitality's Tessa Anderssen, Lisa Phillips and Sophia Thach.

QF Transfer facility

QANTAS yesterday launched a brand new purpose built Domestic Transfer Facility at Sydney Airport, which it says will provide passengers with faster transfer times to Qantas domestic flights.

The new facility is 50% bigger than the previous centre, located on the Arrivals Level, offering six additional check-in counters and a new bag drop area.

Shuttle bus transfers will still be available between both terminals at 10 or 20 minute intervals.

Kangaroo Island ecotourism boost

SOUTH Australia's Kangaroo Island has been granted \$2.6m from the Gillard govt to upgrade tourist facilities on the island.

52 campsites and 11 day visitor sites will be enhanced in an environmentally sustainable manner, to cater for increasing local, inter-state and international tourist numbers.

The Government says the project will boost KGI's "well-earned reputation as one of Australia's premier ecotourism destinations."

FC shuts two offices

THE Travel Compensation Fund has advised of the voluntary withdrawal of two Flight Centre Business Travel offices.

The branch agency closures are for offices in Moore St, Canberra ACT and Macquarie St, Parramatta NSW (both under ABN: 20 003 279 534), effective 12 Jul 2010.

Getaway tonight

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

- Nepal and Mauritius
- Titanic Exhibition in MEL
- Peppers Coral Coast Resort
- Indulgent Sydney
- Antarctic journey part 2
- Wilsons Promontory Lighthouse

EK alter PER 777s

EMIRATES is decreasing capacity between Dubai and Perth from 18 Jul to 25 Jul, according to GDS, replacing the Boeing 777-300ER on the route to a 777-200LR on EK420/421 during the period.

Reddy Norfolk trips

AUSTRALIAN Grammy Award winner Helen Reddy will show off her home town of Norfolk Island in four special tours of the island to be held later this year.

The guided trip includes tours, visits to market gardens and local liqueur maker, Cyclorama & more.

Omniche Holidays' seven-day 'Discover Norfolk with Helen Reddy' will operate on 19 & 26 Sep and 05 & 12 Dec, and is priced from \$2,740ppts ex BNE, or \$2,810ppts ex SYD.

Phone 1800 111 653 for details.

Fråga.

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Blue Mountains sale

THE receivers of the former York Fairmont Resort in the NSW Blue Mountains have confirmed that a potential purchaser is undertaking due diligence on the property, which went into receivership earlier this year.

The 210-room resort was formerly a drawcard for short breaks, but under its most recent owner caused significant controversy after it fell into disrepair leading to complaints and allegations that it had caused irrevocable damage to tourism in the Blue Mountains area.

Seashells assures

SEASHELLS Hospitality Group says its 'business as usual' for two hotels it manages, after the group established to develop them went into receivership.

The WA-based group said the appointment "had no effect on the day-to-day trading of either Seashells Yallingup Resort or Cave House Pty Ltd.

"These properties are completely separate entities and they continue to trade as they have in the past," Seashells said.

Pubs recognised

THE 2010 NSW Tourism Awards will, for the first time, feature a category dedicated to New South Wales 'tourist pubs' that "make a significant contribution to the tourism experience".

The category is backed by the Tourism Industry Council NSW and the Australian Hotels Assoc. NSW.



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For a job description, and to submit applications, please email your cover letter and resume to jennifer.herrera@au.pinpoint.biz.

No phone contact and no agencies, please.

Applications close Friday 23 July 2010.

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.

Hayman has appointed **Shane Green** as its new General Manager. Green has moved from his role of Area General Manager and Vice President Operations with Cipriani USA, which also incorporated the gm position at 55 Wall Street in New York and The Tower Beverly Hills in Los Angeles.

Grand Hyatt Melbourne has announced the appointment of **Saraid Carey** as the new Director of Sales and Marketing. Carey has moved across from her position as General Manager Business Development and Partnerships for the L'Oreal Melbourne Fashion Festival.

Strategic Airlines has welcomed **Stewart Tully** to the position of Network Operations Manager of the company. He has previously held positions with Ansett, and the Virgin Blue Group, including a management role with V Australia.

Hotel Representation Australia (HRA) has appointed **Julie Alderson** as Account Director.

Hayden Hughes has been named as the new General Manager for Novotel Melbourne on Collins. Prior to his new posting, Hughes was Hotel Manager at Sofitel Brisbane Central.

Sofitel Sydney Wentworth hotel has appointed **Deanna Varga** as Associate Director of Sales & Marketing. Varga was previously Director of Sales & Marketing at Bondi's Swiss Grand Resort & Spa, and prior to that held a position with Tourism Australia.

Quentin Briard was last week named as the new General Manager for Club Med Australia & NZ. He was previously Club Med's Sales & Marketing Director for Belgium and Luxembourg.

FTC says 'Viva le France!'



ABOVE: Staff at French Travel Connection in Sydney yesterday commemorated Bastille Day with a champagne lunch to celebrate the French National Day.

Pictured here *from left* are FTC's: John McDonnell (& granddaughter Zoe), Tara Sullivan,

Helen Bourrachot, Natasha Saint Ange, Floriane Avenet, Danielle Catteau, Candice Buckworth, Margaret Hill, Megan Maurice, Camilla MacInnes, John McRae, Coralie Pierre, Pauline Rhetiere, Lucinda Walker, Brad McDonnell, and Jane Liddle.



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One year on for Delta

ABOVE: Delta Air Lines Aussie sales team celebrated its first year of service between LA and Sydney last week, hosting a customer event at Sydney Harbour Marriott, which included corporate agencies and travel managers.

The team was congratulated for

its work in establishing relationships in the marketplace by Jeff Bernier, Delta's md Pacific Sales and Affairs.

"Our Australian team continues to work diligently to build Delta's brand and performance in the Australian market, which will be greatly enhanced by our pending plan to deepen cooperation with the Virgin Blue Group," he said.

Pictured being awarded with 2x BusinessElite tickets to LAX at the event are Roy Merricks, MTA (middle) with Jeff Bernier (left); and Steven Crowdey, Delta Air Lines gm Australia, New Zealand, the Philippines & Guam.

Amadeus upgrade

AMADEUS has today released a new version of its Selling Platform to now include Amadeus Cars Plus and Amadeus Exchange Ticketing.

The Cars Plus tool allows travel agents to search and book cars in a similar manner to a consumer website, with advanced search options, comparative availability displays, maps, pick-up locations, and rate comparisons.

Amadeus says its Exchange Ticketing tool ran cut down on the time taken to exchange a ticket by 90%, to just three minutes.

The firm says the tool validates that the PNR has tickets ready to exchange, and calculates fare and tax differences.

Agents can then choose to prepare the PNR for re-issue and issue the new ticket, or update the PNR and issue the new ticket at a later date, and can process flown or partially flown sectors.

Perisher snowfall

THE NSW ski resort of Perisher has recorded 30cm of snow at its mountain top and 25cm in the resort over the past 24 hours.

Skiers are now able to access revitalised runs, and advanced snow riders will have access to the Lower Roller Coaster.

Mercure Cairns

MERCURE Cairns Harbourside is on track to launch its new look next month, with its \$3.5 million refurb nearing completion.

173 standard and superior guest rooms, as well as 15 suites, have been upgraded, and rates start from \$159/room per night.

AFTA UPDATE

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



By now you would have seen the reports on the National Travel Industry Awards gala dinner last Saturday night. And what a night! It was a packed house at the Westin and well over 900 guests were there to see the 2010 winners announced.

It was a fabulous night of entertainment, beginning with the National Anthem sung by the Qantas Choir - proudly provided by NTIA Major Sponsor Qantas Airways. The awards in the various categories were presented to rousing applause - a full list may be seen on the AFTA website afta.com.au - and a sumptuous meal provided by The Westin.

The dinner entertainment, in the form of quick change duo Soul Mystique, was amazing and left many of the men present wishing their wives could get changed just as quickly.

Our MC, Getaway's Jules Lund was fantastic - certainly his travel related background helped him get into the vibe of the event and he even attended the Afta Party, sponsored by Singapore Airlines, where guests partied well into the night.

There were three new inductees into the Hall of Fame. A complete list of the AFTA NTIA Hall of Fame Members may be seen below:

- Best Travel Agency Retail - Regional - Harvey World Travel Castletown (2005)
- Best National Corporate Travel Management Company - Corporate Travel Management (2010)
- Best Airline - Regional - Qantaslink (2005), Virgin Blue Airlines (2008)
- Best Airline - National - Qantas Airways Limited (2005), Virgin Blue Airlines (2008)
- Best Airline - International - Qantas Airways Limited (2005)
- Best Airline International - Online - Singapore Airlines (2010)
- Best Airline International - Off-line - Lufthansa German Airlines (2008)
- Best Cruise Operator - P&O Cruises Australia (2008)
- Best Tour Operator - Domestic - AAT Kings (2009)
- Best Tour Operator - International - Insight Vacations (2008)
- Best Tourist Office - National - Tourism Queensland (2010)
- Best Tourist Office - International - Las Vegas Convention and Visitors Authority (2005)
- Best Car Rental Company - Avis Australia (2005)
- Best Car/Campervan Rental Operator - Hertz Australia (2009)
- Best Car Rental Wholesaler - DriveAway Holidays (2009)
- Best Wholesaler - International Product - Creative Holidays (2007)
- Best Agency Support Service - Concorde SmartFares (2005)
- Best Hotel/Resort - Australian Property - Hayman Island Resort (2005)
- Best Registered Travel Industry Training Institution - AFTA Travel & Tourism College NSW (2006), William Angliss Institute VIC (2009)

AFTA congratulates all 2010 NTIA finalists and winners on their achievements - we hope you will participate again next year. We also thank every one of our valued sponsors and look forward to their continued support in 2011.



WIN WINTERBEATZ TICKETS

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

On Wednesday 28th July 2010, Winterbeatz brings Sydney to life and the Macau Government Tourist Office are giving Seven lucky winners and a friend to join them in their very own Private Suite.

All you need to do is answer all 5 questions featured in **Travel Daily** this week for your chance to WIN...

Q4: Name 3 different activities that can be performed at the Macau Tower

Email your answers each day to: winterbeatz@traveldaily.com.au

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More NTIA pics

IN response to overwhelming demand, the photos from last Sat's industry night of nights, the National Travel Industry Awards, are now available for purchase in print form from the photographer's website rosswillis.eventpix.com.au.

Images can also be downloaded in a number of formats from www.traveldaily.com.au.

And don't forget our exclusive video of the night which is online at our YouTube page youtube.com/traveldaily.



RIGHT: The one and only Sherilyn Robinson of Hawaiian Airlines boogies the night away with Catherine De Giorgio of LAN Airlines.

RIGHT: Kylie McAlister, Jo Karbo and Maria Carioni of Excite Holidays.

LEFT: Barry Huxley of Harvey World Travel Sunbury (and Christmas TraveLeague) with Robyn Lawley of Wow! Travel and Hugh Houston, ceo of Sunlover Holidays which won the Best Domestic Wholesaler award.



BELOW: Melanie Smith, Sharon Hinton, Lisa Story and Chrissi McDiarmid, all of World Travel Professionals which won the Best Travel Agency Corporate - Multi Location award.

WIN A HOLIDAY TO VANUATU



During July, *Travel Daily* subscribers can enter to win a fabulous Vanuatu holiday package for two, courtesy of **Air Vanuatu, Mangoes Resort, The Havannah and White Grass Ocean Resort.**

The prize includes Air Vanuatu return economy flights for two from Brisbane, Sydney or Melbourne to Port Vila and Tanna; two nights accommodation at Mangoes Resort, Port Vila; two nights at The Havannah on the island of Efate; two nights at White Grass Ocean Resort Vanuatu on the island of Tanna; daily breakfast and airport transfers.

Each day *Travel Daily* will ask a Vanuatu-related question – just read the issue and email your answer.

At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this fantastic Vanuatu holiday.



Q.11: Is it possible to go jet-boating and abseiling in Port-Vila?

Hint! Visit www.vanuatu.travel

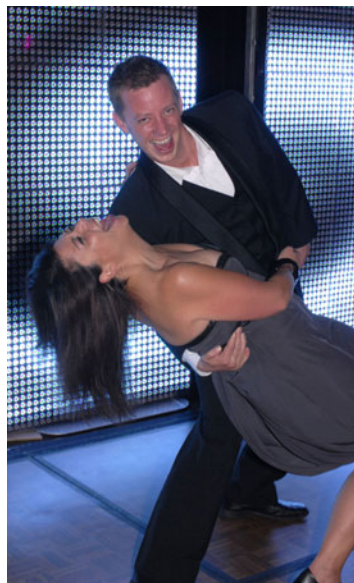
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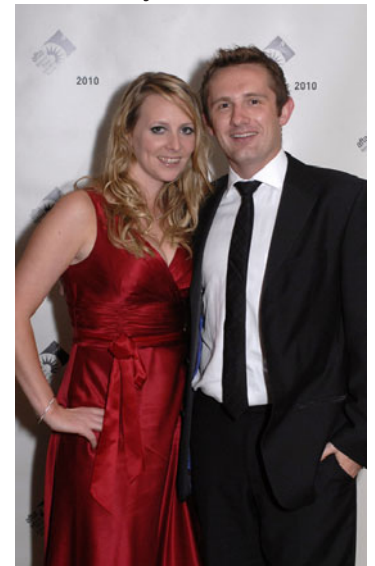
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BELOW: Donna Campbell of Tourism Ireland with Jon Spring of Etihad Airways.



ABOVE: Rachel Pavia and Jonathon Lowney from Carlson Wagonlit Travel burn up the dance floor at the AFTA party.



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Hot Jobs (Australia) - July 2010

JOB OF THE WEEK!

MANAGING DIRECTOR

- Major Wholesale Travel Company
- Rare Opportunity

An exciting and rare opportunity has arisen within an major wholesale travel company for a Managing Director. You will lead the company to remain competitive in the market place and oversee the successful operations of the business whilst identify opportunities to further develop the company. This role requires a seasoned yet dynamic Executive from within the travel industry with proven ability to drive a business from the top. A good understanding of the complexity between wholesale to retail is essential. To discuss this role further confidentially:

Contact **Wendy Stearn** at TMS wendy@tmsap.com
T: **02 9231 6444** or **apply online now!**

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Training Manager

- Syd CBD location with a great package
- 2 direct report

You are responsible for leading the training team to ensure the training program is developed and maintained. A hands on role focusing on modern forms of training delivery. You must have Min. 2 years practical experience in a similar environment, have completed Cert 4 in workplace training and assessment (TAA) and be extremely IT savvy and experience in the delivery of self paced and trainer led training in an online and classroom environment.

Contact Tara Hamilton T: **02 9231 6444** E: tara@tmsap.com or **apply online now!**

Sales Development Manager

- Luxury Corporate Market
- Base plus Car Allowance and Travel Concessions

Our Client's product is designed for up market experience travelers. The key focus of this role is to identify and develop high growth accounts within Australia and New Zealand. You will be responsible for the continuous assessment of sales and marketing opportunities across all distribution channels. You will mostly be seeking new business from Corporate Travel Agents and increasing business from existing agents. To apply for this role you will have extensive experience in an 'on the road' position targeting luxury travel agents and/or corporate travel agents.

Contact Wendy Stearn T: **02 9231 6444** E: wendy@tmsap.com or **apply online now!**

Operations Manager for Global Corporate Travel Company

- Melbourne CBD Location
- Attractive salary

Our client is a global corporate travel company looking for an experienced Operations Manager with excellent leadership and relationship building skills. The company has a fantastic work environment and outstanding company values. You will be responsible for the day-to-day operational activities of the profit centre and monitoring performance levels of reservations staff. The ideal candidate must have at least 4 years experience in the travel industry.

Contact Tara Hamilton T: **02 9231 6444** E: tara@tmsap.com or **apply online now!**

Business Development Manager

- Corporate Travel
- Base, Super, Car and Commission

A well known and major business travel company is seeking the "Cream Of The Crop" corporate sales professionals. Endless opportunities to progress your career within this company to the very top! You will be responsible for the acquisition of corporate clients through a consultative B2B solution sales approach. In return you will receive generous commissions along with growth and development. Applicants with a proven track record in gaining new business from the corporate market is essential for this role. Travel Industry experience not necessary.

Contact Wendy Stearn T: **02 9231 6444** E: wendy@tmsap.com or **apply online now!**

Human Resources Assistant Manager

- Leading Global Travel Company
- Great Sydney CBD location in new offices & competitive salary

Our client, a leading global travel company is currently seeking a HR Assistant Manager to manage their HR functions across the Pacific, whilst reporting into Asia. 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 for 150 staff. 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.

Contact Tara Hamilton T: **02 9231 6444** E: tara@tmsap.com or **apply online now!**

Air & Sea Specialist

- North Sydney
- Small Team Leader Position

A specialist in the luxury travel market has created a new department in Air and Sea. You will be managing an Air and Sea Coordinator in this newly created position. As this is a new position you will need to be flexible in changes to this role and open minded in making this role your own and developing it with your manager. This is a great opportunity for an experienced Retail Travel Consultant wanting to work for a luxury thriving product. To apply for this role you need to have experience in managing a team, ability to demonstrate flexible and adaptable nature in a start up business or similar. In addition it is essential that you have a good working knowledge of a GDS, preferably Amadeus, Fares & Ticketing 1 and BSP experience.

Contact Wendy Stearn T: **02 9231 6444** E: wendy@tmsap.com or **apply online now!**

Corporate Business Development Manager

- Queensland
- Attractive Salary

A Worldwide TMC requires a strong experienced Business Development Manager to continue to position their premier service as a corporate travel agency. This is an analytical role with a view to finding business solutions for new clients. The ideal candidate would be from the Travel, Airline or Hospitality industry with a proven track record in achieve new corporate business.

Contact Wendy Stearn T: **02 9231 6444** E: wendy@tmsap.com or **apply online now!**

Retail Travel Consultant - North Shore - No face to face

- Up to 45k plus super
- Transport at door

This well known and groovy travel company on the North Shore are looking for an experienced retail consultant to join their fun team. This is a busy role where all enquiry is over the phone and via email - so you must have excellent customer service and phone manner.

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

THE POSITION THAT IS IMPOSSIBLE TO FIND

ONSITE CORPORATE TRAVEL CONSULTANT

SYDNEY (SOUTH) - SALARY PACKAGE \$50-60K inc Super

Have you been searching high and low for an implant travel role? We have it now at AA Appointments.

Our client, one of the worlds leading Global travel companies, requires an inhouse travel consultant, managing the travel needs of their Australian based employees. You will be a skilled corporate consultant with a minimum of 2 years exp at a multi skilled level. Call today to hear all the amazing benefits this position offers, this will not last long.

CORPORATE CONSULTANTS X 5

CORPORATE CONSULTANTS – ALL LEVELS

SYDNEY CITY – SALARY PACKAGE \$40-\$58K + SUPER DOE

Looking to move to into corporate but never had the opportunity? Our client is a leading TMC recruiting for domestic, multi skilled and international consultants. If you have at least two years experience in the travel industry from a retail or corporate background you will be considered for this great opportunity. Career progression on offer and a fantastic salary to go with it, interviewing this week!

BONUS AFTER BONUS

CUSTOMER SERVICE CONSULTANTS

MELBOURNE (INNER) – SALARY PACKAGE TO \$65K (OTE)

Move away from the consulting side and into a back office customer service role. This amazing web based travel company sees enormous growth every year and can offer career progression. If you have Galileo and Crosscheck skills and would like to move across to a sector of the industry that the public are embracing, this is your chance. Great bonus structure in place & career opportunities on offer.

REGAIN YOUR PASSION FOR TRAVEL

RETAIL TRAVEL CONSULTANTS

MELBOURNE (VARIOUS)–SALARY PACKAGE TO \$60K+ (OTE)

AA Appointments have many retail travel consulting roles available with on the most reputable agencies. Don't let your current role discourage you from applying for another retail travel consulting role.....there truly are some sensational agencies in Melbourne with a working environment you never knew existed. Contact us today and regain your passion for leisure travel. Experience required.

DEDICATED DOMESTIC

DOMESTIC CORPORATE TRAVEL CONSULTANT

PERTH (NORTH) – SALARY PACKAGE TO \$55K

This boutique travel company requires a strong domestic corporate consultant to service their long standing VIP business travellers. Working with this sensational team of consultants, you will be thrilled with the working environment and working hours offered! Monday to Friday 8.30am to 4.30pm! Galileo and Crosscheck highly regarded. Don't miss this great opportunity - APPLY NOW!

SPIRIT OF TASMANIA

CORPORATE TRAVEL CONSULTANT

TASMANIA (HOBART) – SALARY PACKAGE TO \$60K

Earn a package of \$60,000 in Tasmania! This global travel management company requires an experienced international corporate consultant to join their small team in Hobart. Working on a number of corporate accounts, you will be given sensational employee benefits, interstate trips & a great salary package. Put your career first and contact AA Appointments today to enquire about this rare role.

TEMPS! LONG TERM – SIX MONTH CONTRACT

DOMESTIC CORPORATE CONSULTANTS X 3

BRISBANE (CITY) - TOP HOURLY RATE

Are you in between roles and looking for some stability? We have a fantastic contract with an exciting travel management company looking for Amadeus, Sabre or Galileo trained temps. You must have exceptional customer service as you'll be looking after major blue chip corporate accounts. Based in the city, close to all amenities, you must be able to work Monday to Friday between 8am to 5.30pm. Don't miss this brilliant long term contract and gain some valuable experience for your cv!

WANT TO WORK CLOSE TO HOME?

RETAIL TRAVEL CONSULTANTS

BRISBANE (SUBURBS) – SALARY PACKAGE \$40K - \$55K OTE

Sick of a long commute? Want to be home in time for dinner? Here is your chance. We currently have fantastic opportunities for experienced travel consultants to earn top dollars and work close to home. In addition you will have access to top industry training, supportive management, free holidays and more. You will need minimum 12 months travel consulting experience and strong sales ability. Full Time and Part Time options available.



JOIN THE DYNAMIC SYDNEY-BASED HAMILTON ISLAND SALES TEAM

Hamilton Island in the heart of the tropical Whitsundays is Australia's favourite island holiday destination. As the gateway to the Great Barrier Reef, our safe waters, spectacular marine life and relaxed island lifestyle are a magnet for yachting, fishing, diving, beach lovers and water sports enthusiasts from all around the world. Our properties offer holiday-makers a wide range of choice and flexibility to enjoy a holiday, conference or residential lifestyle. We are currently seeking three committed and enthusiastic people to join our St Leonards (Sydney) based sales team.

ACCOUNT MANAGER - AUSTRALIA

The Hamilton Island sales team is responsible for creating a high sales profile by actively marketing and selling Hamilton Island in order to exceed forecasted sales budget targets. Reporting to the Leisure Sales Manager, the primary focus of this role is to achieve sales targets via high service delivery to key wholesale and retail accounts while establishing strong relationships with both internal and external customers.

The successful candidate will have a minimum 3 years experience in a similar role, extensive experience in managing business relationships with leisure travellers, excellent interpersonal and communication skills with strong analytical and problem solving ability. Exceptional time management skills and a high level of computer literacy is a must.

RESERVATIONS MANAGER

12 Month (Maternity Leave) Contract.

The Hamilton Island Holidays reservations team is responsible for responding to all enquiries regarding Hamilton Island from our direct clients, travel agents and conference organisers. The purpose of this role is to provide effective leadership of the mid-size call centre. Reporting to the General Manager of Sales, the primary focus of this role is to drive sales achievement by ensuring the 25-strong team deliver high standards of customer service and by offering your expertise via support, coaching and training.

The successful candidate will create a fun and rewarding sales environment building upon the Hamilton Island Holidays reservations sales team's enviable reputation. This role works closely with the Revenue Manager to ensure revenues and yields are optimised. Previous experience in a similar role is essential, as is demonstrated strong leadership skills and extensive exposure to relevant technical systems, such as GDS, PMS, IVR, Sabre, etc.

RESERVATIONS SUPERVISOR

Hamilton Island Reservations Supervisor is responsible for handling the day-to-day aspects of managing the direct reservations sales team. Your responsibilities will include overseeing direct consumer reservations as well as leading and motivating a small team of consultants. Reporting to the Reservations Manager, this role will be responsible for delivering on key performance goals around sales targets and service levels.

We're looking for a candidate with proven experience in a customer service call or branch centre sales environment, gained from at least 3 years experience within the travel and tourism industry. Of course, we expect strong leadership skills, a demonstrated passion for sales, strong written and verbal communication skills and great enthusiasm.

Apply Now. Visit www.hamiltonisland.com.au/careers-jobs/ or contact our Employment Centre on 1800 68 11 20 today!



HAMILTON ISLAND
GREAT BARRIER REEF AUSTRALIA